

PHOENIX SMITH

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

- +1 (347) 785-5777
- phoenixrocks@gmail.com
- [LinkedIn.com/phoenix-smith](https://www.linkedin.com/in/phoenix-smith)
- NYC | LA

PROFILE

A seasoned leader in customer service and management with a natural aptitude for leadership. Known for reliability, teamwork, and an unwavering commitment to achieving collective goals. A quick learner who excels in dynamic and creative environments, bringing forth innovative solutions and ideas, with a proven track record of success. Always a poised and eager candidate to contribute strong values and drive growth for any company served.

SKILLS

- Hospitality Management
- Media Management
- Clerical Functions
- Concierge

EDUCATION

Certificate of Completion

Brooklyn Adult Learning Center

June 2008- September 2009
Hospitality Management

Completed Some College

CUNY Brooklyn College

May 2002- October 2005
Area of Study

Monroe College


2006-2007
Culinary Arts

High School Diploma

Repertory Company HS

1999-2003
Business Studies

LANGUAGES

English 

WORK EXPERIENCE

Self-Employed: Musician | Songwriter | Media Host

Phoenix Rocks Ent., LLC 2015-Present

- Event Host and Performer
- Audience Engagement & Crowd Control
- Development and delivery of original content
- Event promotion and guaranteed ticket sales
- Coordinate logistics with artists and venue staff
- Songwriting and vocal arrangement for streaming artists
- Band arrangements and composition work
- Management of all musical and creative functions under contract

Positon

FedEx 2023-Present

Housekeeper





Homaglow February 2023-Present

- Clean all types of dwellings including apartments, offices, and homes.
- Perform deep cleaning tasks to ensure thorough cleanliness and hygiene standards are met.
- Organize spaces efficiently, maintaining tidiness and orderliness.
- Implement disinfection procedures to eliminate germs and bacteria effectively; following COVID-19 policies.
- Cleaned windows to ensure clarity and brightness in living and working spaces.
- Attend to baseboards, ensuring they are free from dust and grime.
- Cleaned all surfaces, including countertops, tables, and other furniture items.
- Perform wood polishing to enhance the appearance and longevity of wooden surfaces.

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-  1 (347) 785-5777
-  hello@reallygreatsite.com
-  www.reallygreatsite.com
-  123 Anywhere St., Any City

EXPERTISE



- Demonstrates leadership expertise in guiding and motivating team members to achieve collective goals while maintaining high standards of quality and efficiency. Adept at leading by example, inspiring others to exceed expectations and consistently deliver outstanding results.
- Skilled in delegating tasks effectively, fostering collaboration, and providing guidance to ensure smooth operations and optimal performance.
- Provides exceptional customer service and creating memorable experiences for guests. My attention to detail, interpersonal skills, and passion for exceeding expectations ensure that every interaction is positive and enriching.
- Additionally, the knowledge of industry best practices and dedication to continuous improvement contribute to maintaining high standards of service excellence.

REFERENCES

Noelle Murray

-  914-563-3448
-  Noellekmurr@aol.com

Reference Name

-  123-456-7890
-  hello@reallygreatsite.com

CONTINUED WORK EXPERIENCE

Guest Services Representative

Burke Williams 2020-2022

- Greet guests upon arrival with warmth and professionalism, making them feel valued and attended to from the moment they arrive.
- Efficiently handle check-in and check-out processes, ensuring accuracy with reservations, room assignments, and billing information.
- Served as a knowledgeable resource for guests, providing information about hotel amenities, local attractions, dining options, transportation, and any other inquiries they may have.
- Addressed guest concerns and complaints promptly and effectively, striving to resolve issues to the guest's satisfaction while upholding the company's policies and standards.
- Assisted guests with making, modifying, or canceling reservations, ensuring accuracy and efficiency in handling reservation systems.
- Handled guest payments, including cash, credit card, and other forms of payment, following established procedures to ensure accuracy and security.
- Assigned rooms to guests based on their preferences, availability, and special requests, coordinating with housekeeping to ensure rooms are clean and ready for occupancy.
- Maintained clear and professional communication with other hotel departments, such as housekeeping, maintenance, and management, to ensure seamless operations and guest satisfaction.
- Maintained a safe and secure environment for guests by adhering to safety protocols, monitoring guest activity, and responding promptly to any security concerns or emergencies.

Your Job Position here

Company name 2020-2022

Your Job Position here

Company name 2020-2022

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TO WHOM IT MAY CONCERN,

I am writing to express my interest in the Customer Service Representative position at [Company Name], as advertised. With a proven track record in both customer service and managerial roles, I am confident in my ability to contribute effectively to your team and uphold the high standards of service excellence synonymous with your company.

In my previous role as a Customer Service Manager at [Previous Company], I developed and implemented strategies to enhance the customer experience, resulting in a significant improvement in customer satisfaction ratings. I led a team of dedicated professionals, providing guidance and support to ensure that service standards were consistently met and exceeded. Through effective communication and conflict resolution skills, I successfully resolved customer issues and fostered positive relationships with clients.

My managerial experience has equipped me with valuable leadership skills, including the ability to motivate and empower team members to achieve their full potential. I am adept at managing workflow efficiently, prioritizing tasks, and adapting to changing priorities in a fast-paced environment. Furthermore, my strong organizational skills and attention to detail enable me to maintain accuracy and quality in all aspects of my work.

I am particularly drawn to [Company Name] because of its reputation for excellence in customer service and its commitment to fostering a positive work culture. I am excited about the opportunity to contribute to your team and continue delivering exceptional service to your valued customers.

Thank you for considering my application. I am eager to further discuss how my skills and experiences align with the needs of [Company Name]. I am available for an interview at your earliest convenience and can be reached at [Your Phone Number] or via email at [Your Email Address].

SINCERELY,



PHOENIX SMITH
