

JOHN H. SMITH

P. O. Box 1673 ✦ Callahan, FL 32011
800.991.5187 ✦ info@greatresumesfast.com

Target: HOSPITALITY - CUSTOMER SERVICE

GUEST SERVICES | RESERVATIONS | FRONT-DESK, RECEPTION



Highly resourceful, organized and thorough entry-level candidate with a degree in International Business Management seeking to transition into the hotel/hospitality environment.

Swedish citizen, with bilingual language proficiencies: English and Swedish skills.

- Exceptional Customer Service
- Quickly Adapts to Process Changes
- Persuasive, Influential, Effective Communicator
- Will Work Shifts and Relocate To Any Country
- Highly Motivated Self-Starter
- Align Operations to Business Goals/Directives

PROFESSIONAL PROFILE

- **Team-spirited, loyal and hard-working professional** who strives to excel.
- **Well-travelled**, having visited Belgium, Italy, Poland, Netherlands, France, Norway, Sweden, Thailand, China, Macau, Australia, New Zealand, Singapore, Vietnam, Cambodia, and Malaysia.
- **Have numerous transferable skills** including the following: listening, problem solving, conflict resolution, troubleshooting, exercising patience, empathy, accommodating requests, using persuasive communication and taking authority in an assertive yet polite manner.
- **Quick learner, able to master new skills** in a fast-paced environment. Deep understanding of service functions and business tools with a track record of exceptional client service and support requirements.
- **Eager to transition into a role** with a world-class employer who values a focused, dedicated mindset.

EDUCATION & TRAINING

Bachelor of Science - International Business Management (2012)

University of Wales, United Kingdom

Coursework:

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|---|--|
| <input checked="" type="checkbox"/> Written Business Communications | <input checked="" type="checkbox"/> Conflict Resolution in Business |
| <input checked="" type="checkbox"/> Legal Environment of Business | <input checked="" type="checkbox"/> Multi-National Corporate Strategy |
| <input checked="" type="checkbox"/> Fundamental Business Statistics | <input checked="" type="checkbox"/> Marketing and Managing the Consumer Relationship |
| <input checked="" type="checkbox"/> Cross Cultural Communications | <input checked="" type="checkbox"/> Social Responsibility & Ethics in Business |
| <input checked="" type="checkbox"/> Crit Think: Strategies in Decision Making | <input checked="" type="checkbox"/> Global Marketing |
| <input checked="" type="checkbox"/> Calculus for Management & Social Sciences | <input checked="" type="checkbox"/> International Money and Finance |
| <input checked="" type="checkbox"/> International Investment | <input checked="" type="checkbox"/> International Accounting |
| <input checked="" type="checkbox"/> International Sales Management | <input checked="" type="checkbox"/> Strategic Management |
| <input checked="" type="checkbox"/> Managing Cross-Cultural Employees | <input checked="" type="checkbox"/> Introduction to Business Administration |
| <input checked="" type="checkbox"/> Effective Leadership Skills | |

TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint), Photoshop, Social Media/Networking