MA

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🌐 www.michaelanderson.com

SKILLS

- Data Analysis
- Guest Engagement
- Technology Utilization
- Leadership
- Team Training
- Service Improvement

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION, STATE UNIVERSITY, 2016

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Awarded 'Top Performer' for consistently exceeding guest satisfaction targets.
- Increased guest retention by 20% through innovative engagement strategies.
- Recognized for developing a staff training program that improved service delivery metrics.

Michael Anderson

GUEST EXPERIENCE SPECIALIST

Innovative and detail-oriented Guest Relations Executive with a strong emphasis on improving guest experiences through data-driven decision-making. With over 7 years in the hospitality industry, expertise in utilizing technology and analytics to enhance service delivery. Proven success in designing guest engagement strategies that align with brand goals and elevate customer satisfaction.

EXPERIENCE

GUEST EXPERIENCE SPECIALIST

Charming Inn

2016 - Present

- Developed engagement strategies that increased guest satisfaction scores by 15%.
- Utilized guest feedback analytics to inform service improvements and staff training needs.
- Coordinated with marketing to create targeted promotions for repeat guests.
- Implemented technology solutions to streamline communication between departments.
- Managed guest inquiries through various channels, ensuring timely responses.
- Trained staff on best practices for guest engagement and service delivery.

GUEST RELATIONS ASSISTANT

Haven Hotel

2014 - 2016

- Supported the guest relations team in managing daily operations and guest inquiries.
- Maintained a database of guest preferences to personalize experiences.
- Assisted in organizing guest events and activities to enhance engagement.
- Responded to guest complaints with a focus on resolution and satisfaction.
- Collaborated with housekeeping and maintenance to ensure guest room readiness.
- Monitored online reviews and social media feedback to identify trends.