
Shamelle A. Smith

Customer Service Representative

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SUMMARY

Customer Service Representative with over fourteen years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement

AREA OF EXPERIENCE

Data Entry, Customer Conflict Resolution, Microsoft Office, Typing, Leadership

SKILLS

Customer Conflict Resolution

Interacts with an average of 20 to 30 hotel guests on a daily basis in reference to uncleaned guest rooms, rate discrepancies and general hotel information. Achieving 89% on customer guest surveys.

Leadership

Trained and mentored groups of 5 - 10 coworkers on policies, procedures and brand standards for each location.

EXPERIENCE

SEPTA, Philadelphia, PA - *Data Entry Coordinator, Accounts Payable Clerk and General Accounting Clerk*

NOVEMBER 2010 - PRESENT

- Enter all incoming inventory into computer system.
- Process weekly payroll while keeping employee confidentiality.
- Collect data and confirm diesel deliveries for all depots in the area.
- Enforce write ups to employees when company policies are not adhered to
- Process vendor invoices
- Compile payment information for vendors
- Track shipments from vendors
- Resolve discrepancies with any orders
- Research outstanding checks
- Train new employees

High Hotels, Mt. Laurel, NJ - *Night Auditor/Guest Service Representative*

MAY 2018 - PRESENT

- Daily balancing of hotel sales
- Assists hotel guests with any issues, complaints and or concerns.
- Train new employees
- Assist breakfast team with daily set up

Waterford Hotel Group, Conshohocken, PA - *Night Auditor*

NOVEMBER 2014 - SEPTEMBER 2016, FEBRUARY 2018 - MAY 2018

- Coordinate with Housekeeping manager with any additional assistance needed to clean guest rooms
- Balance daily MICROS transactions
- Turn over computer system to next day's operations

MTP Hospitality, Westampton, NJ - *Assistant General Manager, Front Desk Supervisor, Night Auditor*

SEPTEMBER 2016 -FEBRUARY 2018

- Oversaw daily hotel operations
- Coordinated daily activities with all departments
- Assisted with the setting 2018 P/L budget
- Interviewed, hired, trained and terminated new employees

Hersha Hospitality Management, Philadelphia, PA - *Front Desk Supervisor, Night Supervisor, Night Auditor*

MAY 2007 -NOVEMBER 2013

- Schedule Front Desk agents for staff
- Gave assistance to security when needed
- Retrieved guests vehicles from on site parking when valet service was busy
- Provided visitors with touring options to visit around the city

Loews Philadelphia Hotel, Philadelphia, PA - *Group Billing Coordinator, General Cashier*

APRIL 2007 - MAY 2010

- Handled over \$50,000 in cash vault
- Processed daily deposit for armored truck pick up
- Audited all cashier banks on property on a monthly basis
- Provided change for all cashier banks, vendors and group contacts
- Achieved the lowest AR percentage in hotels 9 year history of 9%

EDUCATION

Chubb Institute, Springfield, PA - *Certification*

SEPTEMBER 2003 - MAY 2004

IT Support, 4.0 Average

