

# DAWN WATSON COOLEY

## CONTACT

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**215.626.6553**

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## HIGHLIGHTS

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- Exceptional Customer Service
- Professional Demeanor
- Sales Experience
- Reliable and Resourceful
- MS Word
- MS Excel
- Typing/ Data Entry
- Printing/Fax

## EDUCATION & TRAINING

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**2014 Kaplan Institute – Philadelphia, PA**  
**Medical Assistant Training**

## WORK EXPERIENCE

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**2016-17 Hampton Inn – Philadelphia, PA**  
**Front Office Ambassador, Breakfast attendant**

- Greeted every guest
- Lead preparation for full service buffet style complementary breakfast to feed up to 250 guest
- Maintained stock and prepared supply orders
- Prepared and cleaned each meal station according to standards
- Trained new Staff
- Solved Customer Service related issues

**2006-12 Daffy's Inc – Philadelphia, PA**  
**Supervisor**

- Provided exceptional customer service to shoppers
- Trained new Staff
- Processed sales and return transactions
- Coordinated with Department Managers daily, for scheduling and assignments
- Accurately balanced registers and bank deposits

**2002-04 Fairfield Inn by Marriott– Philadelphia, PA**  
**Front Desk Supervisor**

- Managed front desk Tasks for a 100+ rooms full service hotel
- Recommended top dining and entertainment options for guests
- Served as Public relations and group sales rep for the property
- Foster strong working relation with all hotel departments
- Scheduled housekeeping and maintenance for daily room assignments
- Coordinated schedules for airport shuttles
- Processed payment for rooms, and room service charges
- Payroll