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LAURA MONAGHAN

WORK EXPERIENCE

SHERATON DOWNTOWN DENVER HOTEL

01/2014-Current

Guest Services & Front Desk

- Responsible for guest request
- Extensive communication skills
- Help solve guest issues
- Handle large sums of money
- Worked with high volume of guests

WALT DISNEY WORLD | ART OF ANIMATION

05/2014-01/2015 (College Internship)

Back Office, Front Desk & Runner

- Answering high volumes of calls
- Worked with multicultural guests
- Accountable for a large cash drawer
- Extensive experience at all the Walt Disney World hotels
- Responsible for high quantities of deliveries to guests

ELVIS CINEMAS

01/2010-05/2014

Floor Staff

- Worked closely with guest selling movie tickets and concessions
- Cleaned work space and theaters
- Accountable for cash handling

FOOTHILLS PARK AND REC

03/2010-05/2014

Daycare Assistant

- Took care of up to 8 children at a time
- Organized the daycare
- Cleaned toys and center
- Worked with general office machinery

SKILLS

- Skilled at Word, Excel, Powerpoint and Office
- Able to balance high volumes of cash
- Experience with multiple phone systems
- Able to fax, copy, scan, and use basic office equipment
- Vast experience dealing with challenging situations and problem solving.
- Independent worker
- Extremely organized
- Professional in attitude and appearance

