

Cynthia Franco

Agent - Front Desk

Northglenn, CO
cynfranc1@gmail.com - 720-988-8678

Friendly and courteous Front Desk Agent seeks employment with an upscale hotel. Front Desk Agent successful at improving customer satisfaction ratings through exemplary service. Reliable, motivated, and willing to go the extra mile to increase guest satisfaction and comfort. Front Desk Agent skilled in quickly processing hotel reservations and check-in and check-out procedures. Fast learner with experience in Choice hotels software. Dedicated Customer Service Representative who maintains customer satisfaction and contributes to company success. Customer Service Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette.

Core Strengths

- Active listening skills
- Energetic work attitude
- Top sales performer
- Customer service expert
- Fluent in English and Spanish
- Flexible scheduling
- Cash handling experience
- Reliable
- Front desk training
- Hospitality expertise

WORK EXPERIENCE

Agent

Front Desk - Denver, CO - November 2014 to Present

Customer Service Representative

Convergys - Pueblo, CO - February 2014 to February 2014

Front Desk Agent

Comfort inn - Aurora, CO - June 2012 to December 2012

Customer Service Representative

Comfort inn - Aurora, CO - June 2012 to August 2012

EDUCATION

High School Diploma

Gateway High School - Aurora, CO
May 2012