

# EDWARD ALONSO

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## SUMMARY

I can earn the job and do a great job. I have a great attitude. Have respect for others and love working as a team.

## SKILLS

- Payment processing
- Attractions and amenities knowledgeable
- Conflict management
- Multi-line phone systems

## EXPERIENCE

**02/2019 to 01/2020**

### **Front Desk Clerk**

**Quality Inn** — Brighton, CO

- Maintained clean and presentable reception area to maintain professional business reputation.
- Processed payments, issued bills and kept drawers accurate to meet financial targets.
- Managed customer complaints and rectified issues to complete satisfaction.
- Reviewed account information and individual customer charges to produce correct bills.
- Investigated and independently resolved all customer complaints to boost satisfaction.
- Answered phones, responded to customer inquiries and transferred calls to appropriate staff members.
- Warmly greeted incoming guests, issuing room keys and providing information regarding policies and amenities.
- Computed guest billings and posted charges to room accounts.
- Performed bookkeeping activities, such as balancing accounts and conducting nightly audits.
- Monitored safety, health and sanitation processes throughout all areas and enforced rules to promote security and safety.
- Met needs of walk-in customers by staying up-to-date on room availability and current promotions.
- Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.

**01/2004 to 01/2019**

### **Delivery Driver**

**Sears Brands LLC** — Portland, OR

- Directed efficient product loading and checked load balance to prevent

- on-the-road incidents.
- Handled customer service complaints with utmost professionalism and knowledgeable responses to maintain trust and company loyalty.
  - Delivered rush merchandise on tight schedules to meet customer targets.
  - Contacted customers prior to delivery to coordinate delivery times.
  - Safely operated and maintained heavy equipment, including forklifts, stair climbers and pallet jacks.
  - Consulted with customers to gain feedback and address concerns with products or services.
  - Processed payments by accepting cash, checks and credit card payments.
  - Obtained signatures on all invoices and credits to stay on top of paperwork requirements.

## **EDUCATION AND TRAINING**

**06/2001**

**GED**

**Woodlake High School — Woodlake, CA**