

Kristen N. Solano

1780 West 85th Avenue, Apartment #20-201
Denver, CO 80260
970.412.9554

Highlights of Qualifications

- Excels at multi-tasking in a busy and fast-paced environment.
- Ability to consistently meet project deadlines.
- Superior telephone, customer service and computer skills.
- Proficient in MS Word, Excel, MS Publisher, PowerPoint and Delphi Newmarket Systems.
- Positive attitude and disciplined worker.

Work Experience

- 03/2009-Present **Embassy Suites Loveland** Loveland, CO
- 09/2009-Present **Sales & Catering Administrative Assistant**
- Provide administrative support to the Sales Managers, Catering Managers and the General Manager.
 - Greet clients, answer telephones, purchase supplies, perform data entry, and process all checks received through mail.
 - Design and publish menus, meal tickets, guest newsletters, fliers and signs.
 - Create Banquet Event Orders (BEOs) for in-house events.
 - Process daily reports in Delphi Newmarket System for department heads.
 - Manage Message-Link, Readerboard Software that displays throughout the hotel.
- 07/2009-08/2009 **Spa Receptionist**
- Answered telephones, processed reports and maintained the cleanliness of the facility.
 - Scheduled appointments for clients and processed payment at the time of service.
 - Established a friendly relationship with all guests while anticipating their needs.
- 03/2009-06/2009 **Banquet Concierge**
- Assisted banquet staff in hosting group events.
 - Catered to the needs and wishes of our clients.
 - Welcomed attendees in a friendly and warm manner and provided answers and directions to all guests.
- 03/2007-01/2008 **Cherry Creek Athletic Club** Denver, CO
- Front Desk Agent, Kids' Club Front Desk Agent, and Spa Receptionist**
- Checked members in through RCM.
 - Operated the SpaBiz software which scheduled customers, checked patrons in and out, and printed out receipts for clientele.
 - Provided service to members with questions or concerns.
 - Functioned the POS system with payments, sales, and returns.
 - Acquired trust and friendships with regular members.

08/2006-02/2007 **Stadium Management Company** Denver, CO
Guest Relations Representative

- Greeted and welcomed visitors to the sports arena.
- Directed and aided visitors to the correct seating locations.

03/2005-05/2005 **The Westin Tabor Center** Denver, CO
Externship

- Rotated in six departments, becoming familiar with each discipline.
- Undertook management responsibilities in Engineering, including preparing labor schedules, ordering equipment, and developing a cost worksheet.
- Performed front office duties as front desk agent.

06/2004-08/2004 **Volt Services** Fort Collins, CO
Reference Checker II

- Contacted previous employers of prospective job applicants and obtained information about past work history.
- Communicated with educational and credential institutions to verify diplomas, licenses and certificates.
- Reported information directly to clients, both in oral and written format.

Education

09/2003-05/2007 **Johnson & Wales University** Denver, CO
Bachelor of Science Graduated, 05/2007
Concentration in Hotel Management

Personal Affiliations and Additional Training

- Captain of the Johnson & Wales Women's Basketball team from 10/2003-03/2006.
- Embassy Suites Loveland, April 2010 and August 2011 Employee of the Month.

References Available Upon Request