[Front Desk Customer Service](https://www.postjobfree.com/resume/adyyl9/front-desk-customer-service-manhattan-ny" \t "_blank)  
  
Location:  
Manhattan, NY, 10007  
  
Posted:  
August 15 2023  
  
Contact Info:  
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718-450-0138  
  
Lyudmila Shakhmurova  
7-11 Tonnelle Ave Apt BA-4, Jersey City, NJ 07306 (718) 450-0138 [lshakhmurova@gmail.com](mailto:lshakhmurova@gmail.com)  
Objective  
I am energetic, hardworking, skilled professional is looking for opportunities where my knowledge and skills can be effectively applied.  
Skills & Abilities  
·Cash Register Transactions  
·Stocking & Merchandising  
·Store Opening & Closing Procedures  
·Drawer Balancing  
·Dental Office Receptionist  
·Microsoft Office, Excel, Windows, Power Point  
·Customer Service Excellence  
·Inventory Management  
·Bilingual: English & Russian  
Experience  
Doubletree By Hilton 12/2022 – PRESENT  
GUEST SERVICE AGENT/ FRONT DESK AGENT  
●Check guests in and out using ONQ program  
●Manage / reserve bookings, car services, and restaurants for the hotel guests  
●Answer and forward phone calls  
●Assist guest in storing luggage  
●Keep a tidy and orderly workspace  
Radisson Hotel 08/2021 – 12/2022  
FRONT DESK CLERK  
●Checked guests in at the front desk using skytouch, slack, opera programs  
●Created, booked and confirmed reservations for the hotel  
●Hotel telemarketer and phone operator  
●Stored luggage for guest  
●Reserved and book car services, restaurants for the hotel guests  
●Maintained the cleanliness of the workplace for different shifts of the day  
  
MARS INC 06/2018 – 03/2020  
GUEST SERVICE ASSOCIATE/VISUAL AND MERCHANDISE ASSOCIATE  
●Handled customer transactions  
●Responsible for merchandise stocking for various events  
●Greeted customers  
●Provided training to new employees  
  
MADISON SQUARE GARDEN 09/2014 – 05/2018  
MERCHANDISE ASSOCIATE/ CASHIER/SUPERVISOR  
●Assisted Customers on the sales floor  
●Kept the merchandise displays neat and organized  
●Managed receipt and distribution of new merchandise from warehouse to MGS stores  
●Stocked MSG store with new merchandise  
●Handled customer transactions  
  
MADAM TOUSSAUDS 05/2016 – 11/2017  
PHOTOGRAPHER  
●Captured customer photos  
●Was responsible for ensuring proper equipment function  
●Covered and supported other job roles as needed  
  
P.L.S INC 12/2013 – 09/ 2015  
DELI CLERK/CASHIER  
●Performed cash register duties  
●Processed daily receipts and made bank deposit  
●Maintained clean store  
●Served food and coffee  
  
MILLENNIUM HILTON 11/2012 – 09/2016  
FRONT DESK CLERK  
●Answered phone and in-person inquiries  
●Helped maintain and organized guest records  
●Made appointments, guest registrations, and room reservations  
●Handled cash and credit card  
  
METROPOLITAN MUSEUM ART STORE 09/2008 – 12/2012  
TOUR GUIDE  
●Provided tours to museum guests and described different exhibits  
●Answered costumer’s questions about the tour and exhibit  
●Maintained cleanliness of the museum  
  
Education  
Borough of Manhattan Community College 08/2006-05/2014  
A.A. Criminal Justice

PostJobFree Inc, 101 Marketside Ave Ste 404-206, Ponte Vedra, FL 32081