

BRIANNA JONES

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📍 San Antonio , TX 78258

PROFESSIONAL SUMMARY

Versatile and dynamic professional with a proven track record at J.W Marriott Hill Country Resort and Spa, excelling in guest relations and multitasking. Leveraged exceptional communication and computer skills to enhance customer satisfaction and streamline operations. Known for fostering loyalty and efficiently resolving complaints, significantly improving guest experiences and operational productivity.

SKILLS

- Multitasking proficiency
- Strong empathy
- Exceptional communication
- Cash handling expertise
- Guest relations
- Professional appearance
- Upselling strategies
- Customer service
- Computer skills
- Verbal and written communication
- Detail-oriented
- Payment processing
- Food and beverage area setup
- Cash handling experience
- Loyalty promotion
- Teamwork
- Problem-solving
- Attention to detail
- Problem-solving abilities
- Multitasking
- Excellent communication

EDUCATION

Fortis College
Jacksonville, FL • 12/2020

Dental Assistant : Dental Assistant

WORK HISTORY

J.W Marriott Hill Country Resort and Spa - Guest Service Expert
San Antonio, TX • 10/2021 - 12/2024

- Assisted guests with special requests, such as room upgrades or late check-outs, to exceed expectations and create memorable experiences.
- Managed reservation systems accurately, reducing instances of overbooking or booking errors leading to greater guest satisfaction.
- Enhanced guest satisfaction by providing prompt and personalized assistance during their stay.
- Resolved guest complaints swiftly and effectively, ensuring ongoing customer satisfaction.
- Developed strong relationships with repeat guests, fostering loyalty and promoting return visits.
- Handled customer complaints to satisfy and retain guests.

Frost Bank Center - Server Bartender
San Antonio, TX • 09/2021 - 08/2022

- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.
- Served food and beverages promptly with focused attention to customer needs.
- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Collaborated with team members during busy shifts for efficient workflow and excellent guest experiences.
- Cultivated warm relationships with regular customers.
- Provided attentive service during high-volume periods without sacrificing attention to detail or guest rapport.
- Supported colleagues during peak hours, fostering a collaborative work environment that enhanced overall productivity levels.

Dental Care at Eagle Landing - Dental Assistant
Jacksonville, FL • 09/2020 - 08/2021

- Cleaned and sanitized dental tools and equipment, straightened treatment rooms, and restocked supplies to prep for next patient and maintain health and safety practices.
- Maintained a clean and sterile work environment to prevent cross-contamination and infection.
- Provided chairside assistance during examinations, improving dentist efficiency and patient satisfaction.
- Performed x-rays safely while adhering to radiation safety guidelines, ensuring high-quality diagnostic images for dentists' evaluations.
- Successfully assisted dentist by performing four-handed dentistry and other chair-side duties.
- Performed general chair-side duties for general dentistry, endo procedures, and oral surgery.
- Created dental impressions used for diagnostics, opposing models and study casts to make crowns, bridges, and other dental prosthetics.