

PROFESSIONAL SUMMARY

Experienced Concierge professional with over 9 years of providing premium services to guests in luxury hotels. Adept at managing high-profile requests, local recommendations, and bespoke event planning. Dedicated to creating unique, memorable experiences tailored to the individual needs of guests.

EDUCATION

Bachelor of Arts in Hospitality Management

University of California, Los Angeles, CA |
Graduated: June 2015

Certifications

- Certified Concierge Professional (CCP) | 2018
- CPR & First Aid Certified | 2021

SKILLS

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| Event planning and coordination | Expert |
| Personalized guest services | Expert |
| Multitasking under pressure | Expert |
| Knowledge of local attractions and restaurants | Expert |
| VIP guest services | Expert |

AWARDS

- Awarded Employee of the Quarter (July 2025) for exceptional guest service and attention to detail.

LANGUAGES

- Fluent in French, assisting international guests in their native language.

EXPERIENCE



2020 - Now

Concierge

The Beverly Hills Hotel / Los Angeles, CA

- Provide personalized services to VIP and high-profile guests, including booking exclusive transportation, arranging private tours, and securing reservations at top restaurants.
- Curate customized itineraries for guests based on their preferences, enhancing the guest experience by offering tailored recommendations and unforgettable experiences.
- Partner with local vendors to offer exclusive deals and services, such as spa treatments and guided tours, contributing to a 30% increase in guest satisfaction scores.
- Handle special requests for events such as private parties, celebrity meet-and-greets, and surprise accommodations, ensuring each detail is meticulously planned and executed.



2016 - 2019

Concierge

The Ritz-Carlton / Los Angeles, CA

- Managed complex guest requests for exclusive experiences, including private tours, last-minute event tickets, and unique local activities, ensuring satisfaction and repeat visits.
- Provided concierge services to corporate clients, including transportation arrangements, meeting space bookings, and personalized services for business functions, increasing client retention by 15%.
- Developed a network of high-end local vendors to offer premium services, such as private yacht rentals and luxury car rentals, meeting the unique needs of high-profile guests.
- Coordinated high-profile events and special requests, including handling media and security requirements for celebrity clients, ensuring a seamless experience every time.