Jasmine Rivera

CUSTOMER SERVICE REPRESENTATIVE

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Skills

Customer Service • Data Entry
Billing Disputes
Microsoft Office • Excel
Word • Outlook
Attention to Detail • Multitask
Communication Skills

Summary

Customer service worker with 3 years at a hotel front desk and a grocery register, and an Associate in Arts from Hillsborough Community College. Answers 50 calls and emails a day, resolves billing questions and handles data entry in Microsoft Office and hotel systems. Calm with upset guests and able to multitask through check-in rushes.

Experience

Front Desk Agent 03/2025 - Present

Harbour Island Suites Tampa, FL

140-room downtown business hotel.

- Process check-ins and check-outs for **60+** guests a shift, including payments, deposits and room changes.
- Resolve billing disputes and room complaints on the spot, keeping guest satisfaction at 4.6 of 5.
- Handle about 50 phone calls and emails a day in Outlook, routing maintenance and reservation requests within 10 minutes.
- Record reservations and guest notes with attention to detail, cutting rebooking errors on the night audit.

Cashier 06/2023 - 02/2025

Seminole Heights Market Tampa, FL

Independent neighborhood grocery store.

- Processed **250+** transactions per shift and balanced the drawer on 99% of closeouts.
- Responded to product, price and return questions so customers left the lane with problems solved.
- Tracked about 30 special-order requests a week in Excel for the store manager.
- Trained 4 new cashiers on register procedures and returns during the 2024 holiday season.

Education

Associate in Arts 05/2026

Hillsborough Community College Tampa, FL

General Studies