

OMAR HADDAD

FRONT OFFICE AGENT

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🏠 Chicago, IL

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SUMMARY

Front office agent with 18 months at a 410-room downtown Chicago hotel, handling arrivals, departures, folios and corporate billing in Opera PMS. Uses Excel and Word daily for arrival lists, rate checks and guest letters, and settles disputes with patience and diplomacy. Holds a cash drawer variance of \$0 on 98% of shifts.

SKILLS

- Opera PMS
- Guest Folios
- Cash Drawer Balancing
- Corporate Billing
- Excel
- Word
- Calculator
- Basic Computer Skills
- Attention to Detail
- Diplomacy

EDUCATION

High School Diploma

06/2023

Lane Tech College Prep High School

Chicago, IL

EXPERIENCE

Front Office Agent

04/2025 - Present

Wacker Riverside Hotel

Chicago, IL

410-room business hotel in the Loop with 12 meeting rooms.

- Process about **110** arrivals and departures per shift, checking IDs, cards and corporate rate codes in Opera PMS.
- Review guest folios before checkout, correcting about 15 rate or tax errors a week before guests see them.
- Balance the cash drawer and credit card batch each shift, with a \$0 variance on 98% of shifts.
- Prepare VIP and group arrival lists in Excel and welcome letters in Word for 40 group blocks a month.
- Handled 6 to 8 walk-in disputes a week over charges or room types with diplomacy, escalating only 1 in 10.

Front Desk Clerk

06/2023 - 03/2025

Lakeview Fitness Club

Chicago, IL

Fitness club with about 2,500 members; part-time.

- Checked in about 300 members a shift and sold day passes using the club's point-of-sale screen.
- Updated membership records and payments with basic computer skills, clearing a 400-record backlog.
- Calculated prorated dues and refunds with a calculator and spreadsheet, with no billing complaints in 2024.