

JORDAN ELLIS

✉ jordan.ellis@email.com
☎ (912) 555-0163
📍 Savannah, GA
🌐 linkedin.com/in/jordanellis

SKILLS

- Customer Service
- Opera PMS
- Check-In and Check-Out
- Cash Handling
- Excel
- Word
- Microsoft Office
- Emergency Procedures
- Multitask
- Teamwork

CERTIFICATES

CPR and First Aid

American Red Cross • 02/2026

SUMMARY

Guest service agent with 2 years in boutique hotels in Savannah's historic district, covering the front desk, phones and guest requests at a 150-room property. Handles check-in and check-out in Opera PMS, keeps shift logs in Excel and Word, and follows emergency procedures as a trained shift responder. Holds a 4.8 of 5 guest rating.

EXPERIENCE

Guest Service Agent

Broughton Street Inn • Savannah, GA

03/2025 - Present

150-room boutique hotel in the historic district with a rooftop bar.

- Process about **70** check-in and check-out transactions per shift and answer 60 phone calls in Opera PMS.
- Coordinate guest requests with housekeeping and engineering, closing 95% of tickets within 30 minutes.
- Recorded shift notes and lost-and-found items in Excel and Word logs used by 12 desk staff.
- Arranged tours, restaurant tables and airport rides for about 25 guests a week.
- Responded to a fire alarm and 2 medical calls under emergency procedures, guiding guests to safe exits.

Front Desk Associate

Tybee Shores Motel • Tybee Island, GA

06/2024 - 02/2025

48-room beach motel; seasonal and part-time.

- Checked in up to 50 guests on summer weekends and collected deposits by cash and card.
- Managed the motel booking calendar in Microsoft Office, cutting double-bookings to 0 in peak season.
- Supported teamwork across a 6-person staff by covering housekeeping inspections on busy days.

EDUCATION

Associate of Applied Science

Savannah Technical College • Savannah, GA • 05/2024

Hospitality Management