

HANNAH KIM

GUEST SERVICE REPRESENTATIVE

CONTACT

✉ hannah.kim@email.com
☎ (702) 555-0147
🏠 Las Vegas, NV
🌐 [linkedin.com/in/hannahkim](https://www.linkedin.com/in/hannahkim)

SKILLS

- Point-of-Sale System
- Cash Handling Procedures
- Rewards Program Enrollment
- Opera PMS
- Product Knowledge
- Emergency Procedures
- Basic Arithmetic
- Customer Service
- Attention to Detail
- Empathy

EDUCATION

High School Diploma

06/2024
Palo Verde High School
Las Vegas, NV

CERTIFICATES

Nevada Gaming Work Card

09/2025
Las Vegas Metropolitan Police Department

SUMMARY

Guest service representative with 1 year at a 2,100-room Las Vegas resort and casino, checking in guests, enrolling them in the rewards program and settling accounts at the front desk. Follows cash handling procedures on a \$3,000 bank and uses a point-of-sale system for resort fees, parking and gift shop charges. Speaks English and Korean.

EXPERIENCE

Guest Service Representative 10/2025 - Present

Desert Palms Resort and Casino Las Vegas, NV
2,100-room Strip-adjacent resort with a casino, 3 pools and a convention center.

- Process about **130** arrivals per shift, verifying IDs, deposits and room types in Opera PMS.
- Increased rewards program sign-ups to 18 per shift, above the desk goal of 12, using product knowledge of tier benefits.
- Balance a \$3,000 bank under cash handling procedures, with 0 shortages in 12 months.
- Resolve guest comments on rooms, resort fees and wait times, keeping desk survey scores at 4.7 of 5.
- Translated for about 20 Korean-speaking guests a week at check-in and on the phone.

Sales Associate 05/2024 - 09/2025

Summerlin Outlet Apparel Las Vegas, NV
Clothing store at a regional outlet mall; part-time.

- Handled about 80 sales per shift on the point-of-sale system, including cash, cards and returns.
- Opened 30 store credit accounts a month by explaining discounts and basic arithmetic on savings.
- Maintained floor sets and sizing for 3 departments during weekend rushes of 1,000+ shoppers.
- Supported emergency procedures as a floor safety lead during 2 mall evacuation drills.