Alyssa Moreno

Reservations Agent

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San Diego, CA
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SKILLS

- Opera Reservations
- PBX
- Rate Quotes
- Group Blocks
- Excel
- Outlook
- Microsoft Office
- Customer Service
- Accuracy
- Communication Skills

EDUCATION

Associate of Arts 05/2023

San Diego Mesa College

San Diego, CA

Business

CERTIFICATES

Guest Service Gold 08/2025

American Hotel and Lodging Educational Institute

SUMMARY

Reservations agent with 1.5 years at a 3-property coastal resort group, booking rooms, packages and spa add-ons by phone, email and chat. Handles 70 calls a day on the PBX with a 41% conversion rate, and keeps rate and booking accuracy above 99% in Opera. Uses Excel and Outlook to track group holds and follow-ups.

EXPERIENCE

Reservations Agent 04/2025 - Present

Pacific Bluffs Resorts San Diego, CA

Group of 3 coastal resorts with 900 rooms and a central reservations office.

- Handle about **70** inbound calls a day on the PBX, converting 41% of rate quotes into bookings.
- Reserved rooms, spa packages and dining add-ons in Opera with 99.4% booking accuracy on monthly audits.
- Track 30 group holds and wedding blocks in Excel, sending Outlook follow-ups 14 days before cutoff.
- Respond to 40 email and chat requests a day within 2 hours, including changes and cancellations.
- Upgraded about 60 guests a month to ocean-view rooms, adding $9,000 in monthly revenue.

Customer Service Representative 08/2023 - 03/2025

Mission Valley Auto Insurance Agency San Diego, CA

Independent insurance agency with 12 staff.

- Answered 50 policy and billing calls a day, resolving 85% without a transfer.
- Updated customer records in Microsoft Office and the agency system, clearing a 300-file backlog in 6 weeks.
- Processed payment plans and policy changes with an error rate under 1% on quality checks.
- Earned the agency's top quality score in 3 of 6 quarters for call accuracy and tone.