**Desirae Brown**

Phone: 843.226.3018 Email: desirae.dmb@gmail.com

Summerville, SC 29485

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# University of South Carolina

# Client Services: Registrar Office; Temporary May 2022-

•Recommend and participate in the development and implementation of university policies and procedures regarding student registration, records, class schedules, residency requirements, identification cards, and graduation requirements.

* Manage, process, and enter data from extensively detailed paperwork

•Keep student information confidential and secure

• Problem-solve and support technical issues

# Wyndham Destinations: Remote

**Travel Agent** May 2021-May 2022

* Arrange/modify/cancel travel accommodations for customers. Includes hotels, flights, cars, and cruises throughout the world on various reservation systems.
* Exude exceptional customer service
* Meet profit/sales goals
* Communicate with department and customers written and verbally
* Remain commercially aware of the industry
* Resolve travel issues, complaints, and refunds

# Carolina Café & Catering Co: Columbia, SC September 2019- Mar 2020 Intern/Management Trainee

* Follow company policies and procedures regarding the handling of cash, property, products, food, and equipment
* Audit inventory levels to ensure product availability, and order products as necessary
* Write checks for vendors associated with the restaurant
* Train new employees about company policies and procedures

# Aloft Hotels by Marriott: Columbia, SC January 2019-Sept 2019 Front Desk Associate

* Process all guest check-ins by confirming reservations, assigning rooms, and issuing and activating room keys while creating a welcoming environment for all
* Process all payment types such as room charges, cash, checks, debit, or credit and process all check-outs including resolving any late and disputed charges
* Answer, record, and process all guest calls, messages, requests, questions, or concerns. Coordinate with housekeeping to track readiness of rooms for check-in
* Communicate parking procedures to guests/visitors and dispatch bell staff or valet staff as needed. Supply guests with directions and information regarding property and local areas of interest
* Run daily reports (number of arrivals, departures, etc...), identify any special requests, check reports for accuracy, and complete designated cashier and closing reports in the computer system
* Count bank at the beginning and end of shift and balance and drop receipts according to accounting specification

# DriveTime Car Sales: Charleston, SC

**Operations Advisor** June 2016 –August 2018

* Process down payments, titles, and loan documents of all auto purchases
* Cross-train Sales Advisors in the Operations Advisor role by offering hands-on training via Microsoft Office
* Expand roles as Sales Advisor when the dealership got too busy such as showcasing cars/test drives
* Track inventory and consistently order supplies promptly
* Work closely with the General Manager to make changes/decisions that would be best for the dealership
* Ensure that the highest standards for service, safety, privacy, and comfort for all customers.
* Reconcile all dealership bank statements of all purchases on a month-to-month basis and other bookkeeping duties

EDUCATION

The University of South Carolina, Columbia, SC

Hospitality Management, B.S

* Member of Zeta Phi Beta Sorority, INC. A community-conscious, action-oriented organization
* Participated in Service Saturdays as a student volunteer working on community service projects

TECHNICAL SKILLS AND CERTIFICATIONS

* Proficient in Microsoft Office
* SC Notary Public
* Google IT Support Professional Certificate – In Progress
* Google Project Management Professional Certificate – In Progress
* American Hotel and Lodging Association member