

Jackson Taylor

Hotel Sales Manager

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New York City, NY

[LinkedIn](#)

WORK EXPERIENCE

Rosewood Hotel Group - Hotel Sales Manager

2018 - current

New York City, NY

- **Implemented a Hostaway lead tracking system, improving lead conversion rates by 12%** and streamlining the sales process
- Collaborated with the marketing department to launch a social media campaign using Monday.com, which led to a 22% increase in online inquiries
- Played a key role in closing a major deal with a high-profile client that generated 18% of the hotel's annual revenue
- Upsold premium packages, resulting in a 12% increase in upsell revenue compared to the previous year

Omni Hotels & Resorts - Reservations Agent

2015 - 2018

New York City, NY

- Achieved a cross-selling success rate of 36% by recommending relevant services during reservations with the help of Bookboost
- Cultivated and nurtured strong guest relationships on Salesforce, resulting in a repeat booking rate of 34%
- **Maintained a booking accuracy rate of 98% by double-checking details** and confirming bookings with clients

La Quinta Inn & Suites - Guest Service Associate

2012 - 2015

Ithaca, NY

- Managed check-ins and check-outs with RexNexus, decreasing average wait time by 32%, improving the overall guest experience
- Upsold room upgrades and additional services to guests using Oaky and **achieved a 28% increase in revenue from upsells**
- Handled guest inquiries and resolved issues with a 94% first-contact resolution rate

EDUCATION

Cornell University - Bachelor of Science, Hotel Administration

2008 - 2012

Ithaca, NY

SKILLS

Salesforce; RexNexus; Hostaway; Matterport; Mailchimp; Monday.com; Hootsuite; Bookboost; Oaky; Booking.com app