

# Charity Williams

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## OBJECTIVE

Hardworking young leader offering great leadership and organizational skills. Service-oriented with great multitasking, management, and decision-making skills. Have a welcoming personality while delivering high-quality customer service. Great with numbers, budgeting, and meeting financial goals. Striving to become a certified financial planner.

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## SKILLS

- Customer Service Oriented
  - Organization
  - Leadership
  - Team management
  - Problem resolution
  - Billing and Payment Processing
  - MS Office Expertise
  - Detail-Oriented
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## EXPERIENCE

### Atlanta Marriott Northwest at Galleria - Atlanta, GA

#### Front Desk Agent, September 2019 -June 2020

- Took reservations and assisted guests with general services.
- Checked guests in/out; dealt with cash and credit card payments of bills.
- Responded to complaints and urgent situations.
- Ensured transportation of guest to and from hotel and managed luggage.
- Operated Kipsu, Salesforce, PMS, and MARSHA

### Copeland's of New Orleans - Kennesaw, GA

#### Host Manager, January 2018 - September 2019

- Conducted interviews with new hires to assess eligibility
- Supplied newly hired employees with company information and facilitated on-boarding processes
- Delivered in-depth training to all new hosts
- Revamped all host training materials for efficiency and mentored new hires
- Ran front of house and governed dining area by focusing on guest and business needs
- Created and posted weekly host schedule

#### Baker, January 2018 - September 2019

- Recruited, hired and trained bakery staff
- Conducted all to go, curbside, and Uber Eats orders
- Decorated all desserts for restaurant while taking care of prep and production for bakery

#### Achievements:

- Awarded employee of the year

### Carrabba's Italian Grill - Kennesaw, GA

#### Hostess, February 2019 – May 2019

- Coordinated guest seating and governed dining area
- Managed in-person and telephone guest inquiries, customer service requests, and reservation bookings
- Monitored front entrance for new guests while assisting servers by taking and fulfilling drink orders

## **Kroger - Marietta, GA**

### **Courtesy Clerk, June 2017 – January 2018**

- Addressed customer needs, including price checks and merchandise retrieval from upper shelves or stockroom
- Assisted customers bag merchandise and load items into vehicles
- Collected shopping carts from parking lot daily
- Restocked, arranged and organized merchandise
- Returned unwanted items to correct store locations
- Kept bathroom facilities well-cleaned, stocked and properly maintained for staff and guests
- Kept floors swept and clear of debris

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## **EDUCATION**

### **Harrison High School - Kennesaw, GA,**

- Graduation Date: May 2018

### **Georgia State University - Currently pursuing BBA in Finance**

- Projected Graduation Date: December 2021