

# Maria H. Chrystal

[mhch.pro@gmail.com](mailto:mhch.pro@gmail.com) | Lexington, KY 40504 | (859)-803-4797 | [www.linkedin.com/in/mhch](http://www.linkedin.com/in/mhch)

---

## Professional Summary

2019 B.A. graduate with a focus on databases and data management. Over five years of experience in the telecommunications, food/beverage, and hospitality industries. Proven history of succeeding at fast-paced businesses that deal with a high volume of clients.

## Skill Set

Schedule Coordination | Financial Management | Microsoft Office Suite | Hotel Operations | Typing  
Speed: Avg. 67 words/min. | Communication | Interpersonal Skills

---

## Professional Experience

### Lexington Marriott City Center

Jul 2021 - Present

#### Front Desk Agent

- Part of a front desk agent team checking in/out an average of 60-75 guests via hospitality management systems FSPMS (MS-DOS) and FOSSE
- Develop highly empathetic guest relationships and earned reputation for exceeding guest expectations
- Run daily reports for arrival and departure numbers, as well as confirming their accuracy to prevent overselling
- Communicate with hotel guests with information regarding hotel services and nearby restaurants and attractions

### Insignia Salon | Lexington, KY

Mar 2021 - Aug 2021

#### Front Desk Receptionist

- Managed receptionist area, including greeting visitors, responding to telephone calls and collecting payments for an average of 20-25 clients daily
- Scheduled upcoming appointments for an average of 10-15 clients a day on average via phone and in-person interaction
- Keyholder-related responsibilities: opened and closed the facility; maintained facility cleanliness
- When appropriate, suggested styling products and hair treatments to customers

### Malone Staffing/Department of Motor Vehicles | Lexington, KY

Jan 2021

#### Temporary Worker

- Checked in customers with appointments
- Collected the information of walk-ins to assist with scheduling them in between appointments
- Answered basic questions about making appointments and necessary documents for I.D. revisions

### Robert Half/MetroNet | Lexington, KY

Nov 2019 - Jan 2021

#### Customer Service Representative

- Explained and solved invoice/service issues for an average of 25-30 clients a day in person, by phone, and by chat
- Explained MetroNet's internet, TV, and landline services to an average of 2 prospective clients per week
- Point of sales for clients via phone, chat, and face-to-face interaction

**eCampus.com | Lexington, KY****Apr 2019 - Aug 2019****Marketing Specialist**

- Finalized textbook season emails for a personalized list of universities via proofreading and communicating with management and the design team

**Nate's Coffee | Lexington, KY****Jan 2019 - May 2019****SEO & Marketing Intern**

- Initiated 2019 Small Business Week marketing campaign, highlighting 7 different Nate's Coffee business partners
- Highlighted multiple coffee industry-related articles on Nate's Coffee LinkedIn page
- Utilized SEO system Yoast to encourage web traffic to Natescoffee.com

**Xooker, LLC | Lexington, KY****Aug 2018 - Dec 2018****Intern**

- Cold-called potential clients for information necessary to launch a fundraiser feature of the Xooker app
- Utilized Microsoft Excel to collect and organize all information collected

**Aramark - University of Kentucky****Aug 2016 - Apr 2019****Student Food Service Employee**

- Directly served food during lunch and dinner rush to over 100 university students a day; also served faculty and the public
- Resolved a range of customer issues and passed larger issues onto management
- Processed payments via credit/debit card and student spending accounts

**Blaze Pizza****Jul 2015 - Aug 2016****Team Member (Pizza'olo)**

- Directly prepared and served food via an assembly line operation
- Made recommendations for new guests
- Checked on guests' wellbeing while maintaining cleanliness of the facility
- Processed payments via credit/debit card and cash transactions

**Education****University of Kentucky****Graduation - 2019**

- Bachelor of Arts in Information Communication Technology (ICT)
- Minor in Digital & Media Studies

**Hamburg University of Applied Sciences | Hamburg, Germany****Spring 2018**

- Exchange program focus: Digital Media

**KY Institute for International Studies (KIIS) | Paris, France****Summer 2017**

- Study abroad focus: Cultural Tourism & DSLR Photography