





# JESSICA KOEL

## Front Office Manager

### CONTACT

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Denver, CO   
[LinkedIn](#) 

### EDUCATION

Bachelor of Arts  
Communications  
University of Texas at Austin  
Austin, TX  
2010 - 2014

### SKILLS

Motivated  
Data Entry  
Problem Solving  
Detail Oriented  
Thorough  
Personable

### CAREER OBJECTIVE

Experienced front office manager with a relentless focus on customer delight and process improvement. I have a history of creating rigorous systems to help front office staff improve the customer experience.

### WORK EXPERIENCE

#### Front Office Manager

Standard Hotels / 2017 - current / Denver, CO

- Oversaw a team of 11 employees and exceeded customer satisfaction targets by 4% from 2017 through 2020
- Created hiring processes for the front office to ensure all new employees would be a good fit, increasing annual employee retention by 25%
- Worked collaboratively with the hotel manager to ensure a seamless experience throughout a customer's stay in the hotel
- Implemented a robust system for collecting customer feedback and acted on that feedback to reduce average time to check-in time by 12%

#### Assistant Front Office Manager

Omni Hotels / 2015 - 2017 / New York, NY

- Worked closely with front office manager to create a customer-first environment and a seamless check-in/ check-out experience
- Oversaw scheduling for 5 front office staff to ensure the front-desk was properly staffed at all times and added more staff during the busiest times
- Regularly interacted with customers to assess the quality of their experience and learn how the front office could improve
- Coached all new front-office staff on company best practices and helped to reduce data entry errors by 15% during tenure

#### Sales Associate

Automox / 2014 - 2015 / Denver, CO

- Promoted the value of the customer loyalty program leading to a 11% beat on expected customer sign-up rate for the program
- Maintained a positive attitude and directed customers to products based on what they were looking for while exceeding sales targets in 5 out of 8 quarters
- Recognized as employee of the month in May 2015 for exceptional sales performance