

# DAVANTA S ADDERLEY

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## PROFESSIONAL SUMMARY

Experienced Rooms Control Clerk with over 3 years of experience in the hotel industry. Excellent reputation for resolving problems and improving customer satisfaction. I am enthusiastic about maintaining success through team work, hard work, attention to detail and excellent organizational skills. I am motivated to learn and grow.

## SKILLS

- Speed control
- File and Database Management
- Telephone etiquette
- Administrative support
- Relationship building
- Cash Handling
- Customer satisfaction

## WORK HISTORY

**Rooms Control Clerk** / Baha Mar - Nassau, New Providence / 09.2019 - 06.2021

- Handled high-volume paperwork and collaborated with various departments to resolve and guest issues.
- Answered questions about company policies and concerns to support positive customer experiences.
- Interacted with customers professionally by phone, email or in-person to provide information and directed to desired staff members.

**Overnight Front Office Host** / Baha Mar - Nassau, New Providence / 04.2019 - 08.2019

- Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Received packages and mail at front desk and dispersed to

correct employees.

- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.

**Front Desk Agent** / Baha Mar - Nassau, New Providence / 01.2019 - 04.2019

- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Took reservations over phone, in person and via computer for guests and provided confirmation information.
- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.

**Pool Attendant** / Baha Mar - Nassau, New Providence / 10.2017 - 01.2019

- Observed recreational users to detect safety concerns and prevent ongoing violations.

**Sales Representative** / Fashion Hall - Nassau, New Providence / 11.2014 - 01.2015

- Coordinated efficient restocking of sales floor with current merchandise and accurate signage for current promotions.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.

**Dental Assistant Intern** / Island Dental - Nassau, New Providence / 02.2014 - 04.2014

- Performed general chair-side duties to assist with various procedures, including general, endo and oral surgery.
- Gathered patient data for patients daily.

## EDUCATION

Charles W Saunders School - Jean Street, Nassau , The Bahamas / 06.2015

**High School Diploma**

ACADEMIC ACHIEVEMENTS

**ADDITIONAL  
INFORMATION**

BGCSE 5

BJC 6