

Anne Banks

1432 Shade Valley Circle, Asheville, N.C. 28803

Phone: (828) 665-1932

E-mail: anneb2007@gmail.com

Summary Extensive work history in both small office and corporate business environments in a variety of positions and industries. Outstanding organizational and people skills with proven track record in a team environment. Consistently recognized with promotions, corporate and local awards and commendations for outstanding administrative and customer service and consistent quality of work.

Experience **The Marriott Hotel** - 10/05 to present Jacksonville, Fla.
Reservations Assistant
Support in-house reservations, travel agents and resort staff by providing information about room availability, rates and reservation confirmations. Processed daily inventory reports and provided the highest level of customer service to our guests. Resolved guest complaints/disputes to guests' satisfaction. Worked with other hotel departments to effectively accommodate guests' and groups' special requests and preferences.

Redwood Creek Golf Club – 7/02 to 9/05
Administrative Assistant
Transcribe and produce letters, records, reports and new business proposals for sales department. Manage all incoming communications, mail and office inventories and provide administrative support for Executive, Finance and Human Resource departments.

Computer Proficiency MS Word, MS Excel, MS Outlook, MS PowerPoint, Mystique, and Delphi

Education Caldwell Community College: Associate degree in business

References Available upon request