

Shelia Wilson

Canal Winchester, OH 43110

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Authorized to work in the US for any employer

Work Experience

Guest Service Agent

Hampton by Hilton - Columbus, OH

September 2021 to Present

Making and confirming reservations, verifying and collecting payments, issuing room keys, provide excellent customer service to guests, assisted customers with complaints.

Night Auditor

Hampton Inn by Hilton - Canal Winchester, OH

May 2021 to Present

Night audit, check-in and check-out of guests, assist with other areas of the hotel as needed

FRONT DESK AGENT

CLOVERLEAF SUITES

July 2019 to September 2021

Making and confirming reservations, verifying and collecting payments, issuing room keys, provide excellent customer service to guests, assisted customers with complaints, perform parking lot tours, assist with evening reception as needed, perform night audit as needed.

Night Auditor

Best Western Canal Winchester - Canal Winchester, OH

October 2020 to May 2021

Night audit, making reservations, check-in and check-out of guests, provide customer service

SALES AGENT, VICTORY FITNESS CENTER

FRONT DESK RECEPTION

June 2017 to March 2020

Greet all guests and members as they enter the center, check all equipment to ensure safe usage, answer all phone calls and resolve conflict with billing, sale memberships and collect payments.

TRAVEL SALES AGENT

UNIGLOBE TRAVEL DESIGNERS

September 2013 to May 2015

Greet prospective clients and ascertain their travel needs, research and recommend travel destinations, collect payments and submit invoices, follow-up with clients after travel and maintain a close professional relationship

POLICE SERGEANT

COLUMBUS DIVISION OF POLICE

October 1990 to August 2010

Supervised police officers in various units including Special Victims, Accident Investigations, and Patrol Units, conducted investigations in Internal Affairs Unit, trained officers and new recruits in procedures and policies

Police Officer

City of Columbus Division of Police - Columbus, OH

June 1980 to October 1990

Answer and respond to police calls for assistance, patrol, investigations

Education

Associate in Travel and Hospitality

Technical School - Columbus, OH

June 2014 to December 2015

ASSOCIATES DEGREE in HOSPITALITY AND TRAVEL MANAGEMENT

BRADFORD SCHOOL

December 2014

Skills

- Skills: Interpersonal skills/Verbal and written communication skills/Ability to multitask/Organization skills/Management experience/Ability to solve problems and resolve conflict/Experience in customer relations
- Customer Service
- Guest Services
- Front Desk
- Microsoft Office
- Cash Handling
- Night Audit
- Leadership
- Microsoft Outlook
- Microsoft Excel

Certifications and Licenses

AED/CPR

May 2021 to May 2023

Assessments

Night Auditor (Hotel) — Expert

July 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Expert](#)

Front Desk Agent (Hotel) — Highly Proficient

August 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.