

RC

Regan Curry

Professional Summary

Dedicated professional with 9 years of experience in customer service, consistently delivering excellent service and building strong relationships. Currently pursuing a degree in Human Resources, with a strong interest in gaining hands-on experience through internships or entry-level roles in HR. Skilled in communication, problem-solving, and multitasking, I'm eager to apply my knowledge while continuing to excel in my current role. Focused on advancing my HR career while maintaining high standards in my current responsibilities.

Work History

Moonrise Hotel - Administrative Assistant

St Louis, MO

02/2025 - Current

- Delivered excellent customer service through prompt responses to client inquiries, addressing concerns effectively, and building strong relationships.
- Ensured accurate record-keeping with diligent data entry and database management for vital company information.
- Maintained confidentiality of sensitive information by adhering to strict privacy policies and implementing secure filing systems.
- Assisted with human resources tasks such as updating employee files or submitting time-off requests per company policy guidelines.

Moonrise Hotel - Front Desk Supervisor

St Louis, MO

11/2023 - Current

- Delivered exceptional customer service by addressing guest inquiries and concerns promptly.
- Trained new employees on front desk operations, ensuring they were well-prepared for their roles and responsibilities.
- Collected room deposits, fees, and payments.
- Kept high average of performance evaluations.
- Managed inventory and ordered snacks and supplies for the sundry shop, ensuring stock levels were maintained and items were readily available for hotel guests.

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📍 Hazelwood, MO 63042

Skills

- OPERA Software
- Confidentiality
- Bookkeeping
- Leadership
- Personable Demeanor
- Focused and Detail-Oriented
- Communication
- Interpersonal Skills
- Extroversion

Education

Expected in 05/2027

Lindenwood University

Saint Charles, MO

Bachelor of Arts: Human Resources Management

- Dean's List Fall 2023
- Elected to Senator-At-Large for Lindenwood Student Government in 2023 and 2024
- Relevant Coursework: HRM 36510
OL21 - Human Resource Management

05/2019

Warrenton High School

Walter Knoll Florist - Floral Designer

St. Louis

06/2023 - 11/2023

- Possess in-depth knowledge of various types of flowers and their seasonal availability.
- Skilled at working independently and collaboratively in a team environment.
- Worked effectively in fast-paced environments.
- Proved successful working within tight deadlines and a fast-paced environment.
- Paid attention to detail while completing assignments.

Best Western Plus The Charles Hotel - Night Auditor

St. Charles, MO

01/2023 - 06/2023

- Completed night audit for guest ledgers to close bank and cash registers, reconciling issues quickly and marking discrepancies.
- Kept accounts in balance and ran daily reports to verify totals.
- Looked over pending check-ins and payment processes to complete closing procedures.
- Collaborated with team members to handle guest requirements from check-in through check-out.

Doubletree By Hilton - Front Desk Agent

Maryland Heights, MO

09/2022 - 01/2023

- Maintained cleanliness and organization of front desk area.
- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Retrieved mail, packages and documents on behalf of guests, promptly verifying receipt and arranging for pickup or transmittal.

Courtyard By Marriott - Front Desk Agent

St. Peter's, MO

06/2022 - 09/2022

- Used internal software to process reservations, check-ins and check-outs.
- Answered multi-line phone system and greeted callers enthusiastically.
- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.
- Took reservations over phone, in person and via computer for guests and provided confirmation information.

Holiday Inn Express - Front Desk Agent

Warrenton, MO

High School Diploma

Maryland Heights, MO

06/2021 - 06/2022

- Answered customer telephone calls promptly and appropriately handled needs.
- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Calculated billings and posted charges to room accounts, reviewing charges with guests at checkout.

Secure24 ADT - Business Development Representative

03/2021 - 06/2021

- Provided plan pitches and investment strategies to potential partners to raise capital.
- Set up potential client contacts, cultivated relationships and followed through on service needs.
- Developed clientele by networking to find new customers and generate lists of prospective clients.
- Prompted customers to switch from competitor products by identifying and filling gaps.
- Made 80-100 calls per day.

The Greatest Vape Shop Ever - Associate

01/2021 - 03/2021

- Received payments for disposables, pod based systems, coil based systems, mods, and issued receipts.
- Welcomed customers, offering assistance to help find necessary store items.
- Monitored sales events, added new merchandise and rang up purchases.
- Received, checked-in and stocked merchandise throughout store, helped maintain store inventory levels and assisted with orderliness and cleanliness of sales floor and stock room.

Holiday Inn Express & Suites - Housekeeper

07/2020 - 12/2020

- Returned vacant rooms to occupant-ready status by deep cleaning, changing linens, restocking inventory and removing trash.
- Replaced sheets and pillowcases daily and used hospitality corners on beds to provide extreme comfort for guests.
- Mopped and vacuumed floors and dusted furniture to maintain organized, professional appearance at all times.

Walmart - Sales Associate

05/2019 - 07/2020

- Answered incoming telephone calls to provide information about products, services, store hours, policies and promotions.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Processed returned items in accordance with store policy.
- Helped customers find specific products, answered questions and offered advice.
- Operated cash register, collected payments and provided accurate change.

Taco Bell - Team Member

06/2019 - 05/2020

- Correctly received orders, processed payments and responded appropriately to guest concerns.
- Quickly and efficiently processed payments and made accurate change.
- Cleaned food preparation areas, cooking surfaces and utensils.
- Completed opening, closing and shift change tasks to promote store efficiency.

Phobius Haunted House - Scare Member

08/2018 - 10/2018

- Provided the amazing experience you come to expect during Halloween.

Fastlane - Deli Cashier

11/2016 - 05/2018

- Restocked the roller grill with silverware, straws, napkins and condiments.
- Prepared food, including fried chicken, sandwiches, burgers, and baked cookies.
- Counted product stock to maintain inventory records.
- Did multiple types of cleaning at the end of the night including dishes, mopping, and wiping down counters.

Accomplishments

- Promoted twice within 6 months for consistently exceeding performance expectations and contributing to the company's success.
- Supervised a team of 5 employees, improving internal communications and fostering cross-departmental collaboration, which enhanced overall efficiency by 25%.
- Developed and implemented new policies and task management systems, streamlining workflows and reducing bottlenecks, resulting in a 15% increase in team productivity.
- Introduced and enforced new policies aimed at improving operational efficiency, including updated task prioritization and reporting procedures, which led to a 10% reduction in delays.

Extracurriculars

- Majorette, Lindenwood University (2024)
- Senator-at-Large, Lindenwood University Student Government (2024)
- Volunteered at a women's domestic violence shelter (Turning Point)
- Attended BLM protests (2020)
- Attended Women's Rights protests (2022)