

EMILY PEGUERO

Brand Ambassador

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EXPERIENCE

Brand Ambassador 06/2022 - Present

Allie Katz Promotions Charleston, SC

- Stayed up-to-date with trends in the liquor industry.
- Maintained training and certification for handling and promoting alcoholic drinks.
- Prepared and served samples of food to accompany drinks.
- Actively discussed products with guests, ensuring engagement and understanding.
- Checked guest identification to comply with legal requirements.
- Generated reports for company performance and product feedback.

Assistant General Manager 01/2024 - 05/2024

Planet Fitness Mount Pleasant, SC

- Oversaw club operations, ensuring a "Judgement Free" member experience.
- Onboarded and trained team members, leading them to achieve club priorities and KPI goals.
- Modeled exceptional member service behaviors and resolved employee concerns.
- Managed inventory for cleaning supplies and provided backup staffing support.
- Greeted and assisted members/guests, promoted club policies, and addressed inquiries.
- Handled membership functions, including sign-ups, updates, and cancellations.
- Conducted member calls, tours, and retail transactions to drive sales goals.

Brand Ambassador 04/2023 - 07/2023

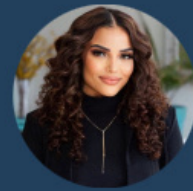
Hilton Grand Vacations Charleston, SC

- Promoting and selling vacation packages that include a presentation about Hilton Honor for Life and the benefits of timeshare ownership
- Engaging with potential customers to understand their vacation needs and preferences
- Providing detailed information about the vacation packages, accommodations, and amenities offered by Hilton Grand Vacations
- Addressing customer inquiries and concerns regarding the vacation packages and timeshare ownership
- Building and maintaining strong relationships with clients, ensuring a positive and personalized experience
- Collaborating with the sales team to achieve sales targets and objectives
- Assisting customers with the booking process and guiding them through the entire sales journey

Leasing Agent 11/2022 - 03/2023

VTT Management Charleston, SC

- Implement strategies to achieve occupancy, revenue, and resident retention goals by performing all activities related to leasing to new residents, providing resident satisfaction throughout the term of the lease, and securing resident lease renewals
- Performs all sales and leasing activities to achieve revenue and occupancy goals by greeting and qualifying prospects, conducting tours, and showing apartments, processing applications, credit screening, and criminal background checks, preparing the lease and ensuring a smooth resident move-in and lease signing
- Inspects homes prior to resident move-in and ensures properties are in move-in ready condition and schedules any outstanding items to be addressed



SUMMARY

Personable Hospitality Specialist with 7 years of Success in guaranteeing customer satisfaction through personable reservation services and attendance to guests' needs. Passionate about providing upbeat and friendly service, resulting in consistent return customers

LANGUAGES

English Advanced ●●●●●

Spanish Advanced ●●●●●

SKILLS

Bookkeeping

Adaptability and Resilience

Organization

STRENGTHS

🗣️ Communication Skills

Throughout my work experience and education, I've always tried to develop strong communication skills. And I have made sure to clearly convey points to different audiences.

💎 Problem Solving

I have an exceptional ability to grasp complex concepts quickly and apply them effectively in my work. My problem-solving skills have proven invaluable in situations that require innovative solutions. I have repeatedly shown excellent judgment when making decisions under pressure.

EXPERIENCE

Property Manager 01/2022 - 10/2022

Charleston Coast Vacations

Dunes Properties-
Folly Beach, SC

- Responded to email and phone inquiries while coordinating with high end cliental and luxurious property rental owners
- Responsible for administrative duties, and client bookkeeping for over 172 properties
- Assisted incoming renters with proper check-in and departure procedures
- Enforced company policies and finalized vacation rental contracts

Bartender 10/2021 - 03/2023

Republic

Bourbon & Bubbles-
Charleston, SC

- Prepare and Serve Drinks: Craft and serve high-quality cocktails, bourbon, and champagne.
- Upsell and Recommend: Suggest drinks and menu items to enhance guest experience and boost sales.
- Menu Knowledge: Know the menu thoroughly, including ingredients and preparation methods.
- 4.Customer Service: Provide exceptional service by greeting and attending to guests' needs.
- Cleanliness and Safety: Maintain a clean, safe, and organized bar area.
- Inventory Management: Manage and restock inventory efficiently.

Resort & Luxury Specialist 05/2019 - 10/2021

Hyatt Hotels Corp

Location

- Worked closely and developed a strong rapport with clients by understanding their unique needs and meet specific travel desires
- Collaborated with colleagues to implement best practices within the Guest services department and helped implement procedures to exceed team goals
- Managed over 250 clients calls per day. Actively listened to' requests, confirming full understanding before addressing concerns
- Created monthly department newsletter highlighting team achievements, recognitions, and advocacy for overall colleague wellness. Increased employee engagement by 80%

Guest Service Agent 08/2017 - 04/2018

Hyatt Hotels Corp

Marion, IL

- Responded to incoming guests, telephone calls, and email inquiries with efficiency and professionalism
- Answered guest inquiries and provided information regarding hotel services and amenities
- Evaluate, recommend, and organize over 100+ guest travel arrangements per day
- Answered guest inquiries and provided information regarding hotel services and amenities


EDUCATION

Associate of Arts: Business Communications 01/2019 - 06/2021

Business Communications


Heartland
Community College

STRENGTHS

 **Leadership**

Leadership is about collaboration and inspiring others to do their best work. I aim to be direct and collaborate with my team members by delegating tasks, leading by example, and making sure they know I care.

KEY ACHIEVEMENTS

 **Hyatt Hotels – Resort & Luxury Specialist**

Selected as one of 25 individuals for a newly created department dedicated to exceeding client expectations. Traveled globally to partner resorts to gain in-depth knowledge and enhance customer sales through first-hand experience and expertise. Consistently went the extra mile to deliver exceptional service, contributing to the department's success and increased client satisfaction.

 **Charleston Coast Vacations- Dunes Properties**

Commended by Vice president for being #1 on monthly Leadership Board for highest reservation sales for the months of March (\$36,200), April (\$185,000), June (\$99,300), and August (\$250,000) of 2022.