

VANESSA DESROCHE

Film & Television

Experience

Skills

Microsoft Office
Organization
Time Management
Computer Skills
Communication
HIPAA
Team Leadership
Money Handling
Attention to Detail

Vanessa Desroche

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Home2Suites / Guest Service Agent

JAN 2023 - PRESENT, WAYNE, NJ

- Welcome and assist guests with check-ins, check-outs, and reservations, ensuring a seamless and pleasant stay.
- Provide exceptional customer service by addressing guest inquiries, resolving concerns, and offering recommendations for local attractions.
- Managed payments, coordinated with housekeeping and maintenance teams, and maintained accurate records to support daily hotel operations.
- Adapt to a fast-paced environment while maintaining professionalism and attention to detail.

Loews Portofino Bay at Universal Orlando / Front Desk Agent

JUN 2022 - JAN 2023, ORLANDO, FL

- Oracle Opera System
- Data Entry
- Greeted guests at the front desk and engaged in pleasant conversations while managing the check in process.
- Provided information about the hotel, restaurants, nearby attractions, available room rates, and amenities.
- Informed guests about payment methods and verified credit card data.

Advent Health General Surgery / Medical Receptionist

MAY 2019 - JUN 2022, ORLANDO, FL

- Adhered to strict HIPPA guidelines to protect patient privacy.
- Checked patient insurance, demographic, and health history to keep information current.
- Coordinated patient scheduling, check in, check out and payments for billing.
- Managed a multi line phone system and pleasantly greeted patients.
- Helped patients complete necessary medical information and documentation.
- Kept the waiting room neat and organized; decorating on seasonal events.

Education

New York Conservatory for Dramatic Arts / Associate of Arts

Film & Television

JAN 2023 - MAY 2025, NEW YORK, NY

2-year intensive study program on the craft of acting for film and television, with a focus on character development, scene work, and on-camera techniques.

Training includes script analysis, audition preparation, and understanding the technical aspects of filmmaking, such as lighting, blocking, and working with directors. Additionally, exploring the behind-the-scenes process, including production, storytelling, and the collaboration between actors and crew. Gaining hands-on experience through performances, workshops, and industry-relevant projects to develop a well-rounded skill set for the entertainment industry.