

# Shanique Hillard

Clayton, LA 71326

[nenehillard757@gmail.com](mailto:nenehillard757@gmail.com)

+13186502482

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Hotel Manager**

Hampton by Hilton-Biloxi, MS

February 2024 to July 2024

- Oversaw all aspects of hotel operations, including front desk, housekeeping, food and beverage, sales and marketing, and maintenance
- Managed a team of XX employees across multiple departments to ensure smooth daily operations and exceptional guest experiences
- Collaborated with the sales team to develop promotional packages and special offers to attract new customers

### **Business Office Associate**

Bank of America-Houston, TX

May 2023 to August 2023

Talk to customer take out deposit put in deposit count safe

- Oversaw all aspects of office operations, including administrative support, facilities management, and vendor relations
- Developed and implemented efficient office policies and procedures to streamline workflow and improve productivity
- Led the successful transition from paper-based to digital document management system, improving efficiency by XX%

### **Amazon Warehouse Worker**

Amazon Warehouse-Houston, TX

January 2023 to April 2023

### **Substitute Teacher**

Jefferson County Public School-Fayette, MS

August 2020 to January 2023

### **Verizon Wireless Sales Representative**

Verizon-Ridgeland, MS

April 2022 to November 2022

- Consistently exceeded monthly sales targets by XX% through effective product knowledge and persuasive selling techniques
- Provided expert guidance to customers on the latest wireless devices, plans, and accessories based on their individual needs and preferences
- Built strong relationships with customers to foster loyalty and generate repeat business

## **Human Resources Assistant**

H&R Block-Ferriday, LA

January 2022 to April 2022

- Assisted HR team in the recruitment and selection process, including posting job openings, reviewing resumes, and scheduling interviews
- Maintained accurate employee records by updating information in HRIS system and ensuring compliance with data privacy regulations
- Coordinated new hire onboarding process, including conducting orientation sessions and preparing necessary paperwork

## Education

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### **Bachelor's in Business Administration**

Alcorn State University - Lorman, MS

August 2017 to December 2022

## Skills

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- Budgeting
- P&L Management
- Behavior management
- Host/Hostess
- Pricing
- Payroll
- Customer service
- Business development
- Human Resources
- Classroom Management
- Retail Management
- Management
- Recruiting
- Restaurant Experience
- Office Management
- Manufacturing
- Event Planning
- Marketing
- Operations Management
- Restaurant Management
- Sales Management
- Phones
- Lesson planning
- Guest Services

- Retail sales
- Hotel Management
- Cash handling
- Food service
- Hotel experience
- Serving
- Photography
- Communication skills
- Bartending
- Communications
- Team Management
- Windows
- Teaching
- Merchandising

## Languages

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- English - Expert

## Certifications and Licenses

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### **CPR Certification**

Present

### **Food Handler Certification**

### **Driver's License**

### **Substitute Teaching Certification**

### **Certified Medical Assistant**

November 2023 to November 2025

### **AED Certification**

## Assessments

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### **Supervisory skills: Motivating & assessing employees — Proficient**

September 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Proficient](#)

### **Bartending — Completed**

August 2020

Understanding, pouring, and mixing drink orders

Full results: [Completed](#)

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