

## **Daysha Beck**

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### **Professional Summary:**

Experienced hospitality professional skilled in customer service, front desk operations, and administrative tasks. Proficient in hotel management systems and committed to enhancing guest experiences in fast-paced environments.

### **Professional Experience:**

#### **Home2 Suites by Hilton – Indianapolis, IN**

*Night Auditor / November 2023 – Present*

- Manage overnight front desk operations, guest check-ins, check-outs, and reservations.
- Conduct financial audits, reconcile transactions, and generate reports.
- Provide high-level customer service and ensure guest satisfaction.
- Maintain security and a safe environment.
- Proficient in OPERA and PEP hotel operating systems.

#### **Crown Liquors – Indianapolis, IN**

*Sales Associate / September 2022 – Present*

- Assist customers with product selection, answer inquiries, provide recommendations, and process sales transactions efficiently.
- Restock shelves, maintain inventory accuracy, and uphold store presentation.
- Handle cash register operations and manage closing duties.

#### **TownePlace Suites by Marriott – Indianapolis, IN**

*Front Desk Supervisor / January 2021 – February 2023*

- Supervised front desk staff and ensured smooth daily operations.
- Managed guest reservations, check-ins, and check-outs using FOSSE.
- Resolved guest concerns and maintained high satisfaction ratings.

#### **Indianapolis Public Schools – Indianapolis, IN**

*Special Education Instructional Assistant / March 2019 – February 2020*

- Assisted with assignments and implemented behavior plans.
- Prepared instructional materials based on student IEPs.
- Reinforced instruction for individuals or small groups with learning or behavioral impairments.
- Supported elementary and middle school teachers in managing diverse learning needs.

### **Education:**

Indiana University – Bloomington & Indianapolis, IN  
June 2014 – February 2017

### **Skills & Qualifications:**

- Guest Relations, Customer Service, and Front Desk Operations
- Proficient in FOSSE, OPERA, and PEP Hotel Operating Systems
- Cash Handling & POS Systems
- Microsoft Office Suite & Hotel Software Systems
- Night Auditing & Financial Reconciliation
- Problem-Solving & Conflict Resolution
- Team Collaboration & Communication
- Multi-Tasking in Fast-Paced Environments