

DAWN KING

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Summary

Detail-oriented professional with over 6 years of experience in hospitality, customer service, and marketing, complemented by a solid background in administrative support. Proven track record in enhancing client experiences and managing complex tasks to align with business objectives. Transitioning into the legal field as a Legal Assistant, leveraging 6 months of law firm experience and a commitment to confidentiality and client advocacy. Strong skills in data analysis, market research, and strategic planning, with a focus on effective communication and problem-solving to drive successful initiatives.

Key Skills

- Client relations and communication
- Legal terminology and filing
- Microsoft Office Suite
- Appointment scheduling
- Time management and multitasking
- Document handling and data entry
- Front desk operations
- Sales strategies and upselling
- Conflict resolution
- Travel booking and itinerary management
- CRM systems and booking software
- MicroStrategy analytics
- Timeshareware management
- Concierge software systems

Professional Experience

Lead In-House Marketing Representative | Hilton Grand Vacations - Savannah, USA | 10/2023 - Current

- Promoted vacation ownership opportunities, driving engagement campaigns to boost bookings.
- Achieved rank of #1 Top Site Rep of Southeast Coast within one month; maintained title for four consecutive months.
- Collaborated with sales teams to optimize pricing strategies and enhance retention initiatives.
- Presented analytical findings to management, addressing inquiries to refine overall strategies.
- Supported creation of presentations for sales teams and client engagements.
- Served as resource for cross-functional teams in executing marketing strategies and objectives.

Guest Service Representative | Westin Hotel by Marriott - Savannah, USA | 01/2023 - 10/2023

- Provided high-touch guest support via front desk services, concierge operations, and complaint resolution.
- Generated \$3,000 in additional revenue by upselling premium rooms.
- Received consistent praise on TripAdvisor for exemplary hospitality and professionalism.
- Processed payments for room charges, taxes, and other incidentals efficiently.
- Transmitted documents and information to guests through email and mail.
- Encouraged guest participation in loyalty programs and special promotions to enhance engagement.

Centurion Membership Professional | Travelink, American Express Travel - Savannah, USA | 04/2022 - 12/2022

- Delivered elite travel support to American Express Centurion members utilizing advanced booking systems.
- Promoted within two months, receiving a performance-based salary increase.
- Conducted software and systems testing to ensure quality and reliability.
- Maintained databases with current information through regular updates.
- Pursued continuing education and advanced training to enhance industry knowledge.
- Performed comprehensive research and data analysis to inform strategic planning decisions.

Paralegal Assistant (Internship) | Edward May Law Group - Birmingham, AL | 06/2017 - 12/2017

- Streamlined case file organization, appointment scheduling, and client communication for attorneys.
- Conducted extensive research to prepare for court cases and gather pertinent information.
- Screened incoming calls from potential clients seeking legal advice and assistance.
- Oversaw schedules for legal team appointments, hearings, and depositions.
- Redacted confidential information from legal documents on a case-by-case basis.
- Provided administrative support by coordinating travel arrangements and preparing expense reports.
- Gained exposure to legal procedures, confidentiality protocols, and professional conduct within legal settings.

Education

Savannah Technical College | Savannah, GA | Expected in 05/2026

Associate Degree: Business

In Progress

- Student Government Vice President of Communications, 2024-2025
- Skills USA, Vice President of Membership, 2024-2025

McAdory High School | McCalla, Alabama, USA | 05/2018

High School Diploma

Certifications

Driver's License, Georgia, 10/01/27

Sponsorship

Open to Canadian sponsorship

Personal Information

- Relocation: Anywhere in Canada
- Work Permit: Authorized to work in the U.S.