

Marcus Reed

HOSPITALITY OPERATIONS LEADER | CUSTOMER EXPERIENCE & TRAINING

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TRANSFERABLE SKILLS

Customer Onboarding

Escalation Management

Training Facilitation

Process Documentation

Service Analytics

Cross-Functional Communication

Change Adoption

Salesforce

EDUCATION

B.A. Hospitality Management

Southeastern State University

2014

CERTIFICATIONS

Salesforce Associate ·

2026

Salesforce

SUMMARY

Hospitality operations leader with 10 years of experience improving customer journeys, onboarding teams, resolving escalations, and translating service data into repeatable workflows. Brings transferable evidence for customer experience and enablement roles while preserving a complete employment timeline.

EXPERIENCE

Regional Guest Experience Manager · Evergreen Stay Group

2021 – Present

- Created a 30-day onboarding program adopted by 7 properties and reduced time to independent shift coverage by 26%.
- Led recovery for high-severity guest escalations and introduced root-cause reviews that lowered repeat issues by 18%.
- Translated service surveys and case notes into monthly workflow priorities for operations, training, and digital-product partners.

Front Office Manager · Juniper House Hotels

2017 – 2021

- Managed a 24-person team across reservations, arrivals, issue resolution, and account follow-up.
- Built reusable service playbooks and coached 6 supervisors on feedback, quality reviews, and change adoption.

Guest Services Supervisor · Cityline Hospitality

2014 – 2017

- Coordinated daily service delivery and documented recurring customer questions for training updates.