

Amber Moreno

Experienced Director of Sales/Operations Manager in Hospitality

Denver, CO 80203

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Authorized to work in the US for any employer

Work Experience

CNA - Certified Nursing Assistant

ShiftKey - Denver, CO

January 2022 to Present

Certified Nursing Assistant enhancing lives, and taking superb care of people in Neurorestorative facilities, and nursing homes.

Director of Sales and Operations

Foxy Philly Boudoir - Philadelphia, PA

December 2020 to Present

Managing all daily operations of the staff and studio remotely.

Bringing in customers and making sales calls.

Operations Manager

Holiday Inn Express and Suites - Brookhaven, MS

June 2017 to December 2020

Managing all areas of the hotel to perform optimally.

Promoted within the first 3 months to Director of Sales and Loyalty Champion.

Promoted to Operations Manager a year later.

Experienced in Opera 5.0, IHG Loyalty program, and all positions within the hotel.

Concierge/ Customer Service

National Car Rental

November 2016 to April 2017

- Provided assistance to clients
- Assisted customers in person
- Created customer appointments
- Scheduled reservations for customers
- Maintained up-to-date knowledge of customer accounts
- Operated the cash drawer
- Confirmed payments, refunds, etc.
- Resolved payment and order disputes

- Provided excellent technical support

Sales Representative

Saw-Axe-Spur Production Company, Inc
June 2016 to November 2016

Reason for Leaving: Better Job Opportunity/Work Permit

Cashier

Grocery - Tylertown, MS
August 2015 to January 2016

Reason for Leaving: Moving out of the Country

Event Planner, Office Assistant

Saw-Axe-Spur Production Company, Inc - Tylertown, MS
August 2015 to January 2016

August 2015-January 2016

Reason for Leaving: Moving out of the Country

● AC Showroom, San Jose del Cabo

Owner: Aurora Canan, (624) 191 3577

Airman

United States Navy - Great Lakes, IL
June 2015 to July 2015

Reason for Separation: Medical

Shift Leader

Smoothie King - McComb, MS
March 2014 to April 2015

Reason for Leaving: US Navy Bootcamp

Sales Representative

Vector Marketing - Hattiesburg, MS
June 2013 to January 2015

Reason for Leaving: Contract Ended

Party Planner/Sales Representative

Vector Marketing - McComb, MS
November 2013 to May 2014

Reason for Leaving: Seasonal Job

Education

Associate of Arts in Mississippi

Southwest Mississippi Community College - Summit, MS
August 2013 to May 2015

Diploma in General

Dexter High School - Tylertown, MS

August 2009 to May 2013

Skills

- Vital Signs
- Medical terminology
- Marketing
- Leadership
- Hotel management
- Hospitality
- Customer service
- Hotel experience
- Management
- Microsoft Office
- Spanish
- English
- Event Planning
- Guest Services
- Marketing (10+ years)
- Public relations (10+ years)

Languages

- Spanish - Intermediate

Certifications and Licenses

CPR/First Aid

July 2019 to July 2022

CNA

BLS Certification

Assessments

Sales: Influence & Negotiation — Proficient

January 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Proficient](#)

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

Additional Information

Professional Skills

- Advanced Communication Skills

- Computer Skills
 - Microsoft Office
 - Photography Software
 - Photoshop
 - Placing Online Orders
- Highly Trained Sales Representative
- Trained Cashier, Counting Money, Closing out the Day
- Great Organization and Cleaning Skills
- High Respect for Confidentiality
- Office Management Skills
 - giving and receiving orders, fixing problems, customer service