

Dragana Alvarado

Yoga and wellness workshops | – Present

New Haven · Connecticut · US
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Profile

Adaptable and detail-oriented professional with 8 years of experience in the hospitality, retail, and administrative sectors. Demonstrates consistent reliability, effective customer communication, and the ability to support team operations in fast-paced environments. Currently seeking a new opportunity to apply my strong organizational and interpersonal skills in a dynamic company setting.

Skills

Customer Service, Point-of-Sale (POS) Systems, Inventory Management, Event Planning Support, Data Entry, Schedule Coordination, Microsoft Office Suite, Conflict Resolution, Written & Verbal Communication, Basic Spanish, Cash Handling, Merchandising, Social Media Posting, Multi-line Phone Systems, Hospitality Standards, Filing & Recordkeeping, Team Collaboration, Upselling Techniques

Languages

English | – Present

Native

Spanish | – Present

Conversational

Awards

Employee of the Month | 2023-10-01

The Elm Court Hotel

Awarded "Employee of the Month" at The Elm Court Hotel (Oct 2023).

Certifications

Certificate in Hospitality Fundamentals | 2021-01-01

American Hotel & Lodging
Educational Institute

Interests

Amateur photography | – Present

Local history tours | – Present

Experience

The Elm Court Hotel

Front Desk Associate | 01 Apr 2022 – Present

Greet hotel guests, manage check-in/check-out procedures, and process payments using front desk software. Respond to customer inquiries, provide local area information, and resolve minor guest complaints. Assist with event space reservations and coordinate schedules for housekeeping. Compile daily occupancy and maintenance reports for management.

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The Fashion Lane

Retail Associate | 01 Aug 2019 – 01 Mar 2022

Process transactions, handle returns/exchanges, and maintain organized sales floor. Assist customers in selecting apparel and provide style suggestions. Support with visual merchandising and display setups. Balance daily cash drawer and support store opening/closing routines.

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Yoga Vibe Studios

Administrative Assistant (Part-Time) | 01 Mar 2017 – 01 Jul 2019

Managed client scheduling and membership records in scheduling software. Answered phone/email inquiries, provided information on classes/events. Produced weekly newsletter and updated studio's social media pages. Maintained supply inventory, ordered materials, and handled basic bookkeeping tasks.

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Education & Training

Associate of Arts, Liberal Studies

Gateway Community College

01 Jan 2014 – 31 Dec 2016

High School Diploma

Wilbur Cross High School

– 01 Jun 2014

References

Available upon request.