

Britney Khalili

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Seeking a Host/Hostess position where I can leverage my strong communication abilities and passion for hospitality to ensure a positive first impression, foster a comfortable atmosphere, and facilitate seamless coordination between guests and the establishment's team.

Experience

DECEMBER 2021- JULY 2023

Customer Service Intern / EdSights

- Drive adoption and expansion of Edsights' Educational products by highlighting feature opportunities, winning use cases, and relevant strategies to customers
- Contribute to company solutions and offer improvement by providing feedback from clients to Product Management and company Success Programs Teams
- Inspire customers to make tactical and strategic deployment decisions
- Collaborate with Account team, Product Management team, and Partners to improve customer adoption, address product concerns, and drive incremental growth

AUGUST 2021- JULY 2023

Hostess / POST

- Greet and welcome guests upon arrival, creating a positive first impression and setting the tone for their dining experience
- Effectively communicate with guests, providing information about wait times, specials, and restaurant featured
- Coordinate with waitstaff and management to optimize table turnover and maintain a smooth dining flow
- Respond to guest inquiries, concerns, and special requests with professionalism and courtesy
- Collaborate with the team to accommodate large parties and events, ensuring seamless coordination
- Contribute to maintaining a positive and energetic atmosphere, enhancing the overall guest experience
- Uphold restaurant standards and etiquette, reflecting a strong understanding of hospitality industry best practices

JANUARY 2021- DECEMBER 2021

Information Technology Support Specialist / NYU

- Provide technical support with clarity to for addressing guest inquiries and concerns.
- Install and maintained software and hardware systems for classrooms and labs
- Conduct training sessions to help users navigate complex systems, demonstrating my ability to guide and inform guests effectively
- Work closely with the IT team to identify and address system vulnerabilities and improve system performance

JANUARY 2020- DECEMBER 2020

Dispute Resolution Analyst/ Better Business Bureau

- Leverage mediation techniques to facilitate communication between disputants, to further parties' understanding of different perspectives and to guide parties toward mutual agreement
- Process over 1,000 complaints in various areas of marketplace dispute
- Conduct research to gather relevant information and evidence for complaint resolutions
- Analyze billing documents, statements, invoices, and receipts to arrive at efficient and fair solutions
- Maintain accurate records of complaint resolutions and statistics

DECEMBER 2017-AUGUST 2019

Retail Sales Associate and Shift Leader / Pressed Juicery

- Assist customers with product selection and provided product information, achieving an average sales increase of 10%
- Maintain store cleanliness and organization, resulting in a 20% improvement in customer satisfaction
- Operate cash register and processed sales transactions with an accuracy rate of 99.5%
- Prepare and served juice samples, resulting in a 30% increase in customer engagement

Skills

- Guest Reservation Systems
- Team Collaboration
- Strong in Upselling
- Time Management
- Guest Reservations Systems
- Advanced in computer technology (HTML, CSS, JavaScript, PHP, Python, Microsoft Office/Windows, Adobe Acrobat)

Education

New York University / NYC, NY

- BA in Public Policy

Santa Margarita Catholic High School / RSM, CA

- High School Diploma