

Career Changer – From Hospitality to Administration

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Professional Summary

Customer-focused hospitality professional transitioning into administration. Over **6 years of experience** in client-facing roles, excellent problem-solving skills, and expertise in handling high-pressure environments.

Work Experience

Guest Relations Manager

Marriott Hotel | Basel, CH | 2019 - Present

- Managed schedules and special requests for VIP guests.
- Coordinated travel, dining, and conference arrangements.
- Led administrative projects and customer experience improvement initiatives.

Flight Attendant

Swiss Airlines | Zurich, CH | 2015 - 2019

- Delivered high-quality service to international travelers.
- Handled emergency situations and conflict resolution effectively.
- Provided multilingual assistance (German, English, and French).

Education

Bachelor's in Tourism & Hospitality Management

Lucerne University of Applied Sciences, Switzerland | 2011 - 2015

Skills

- Time Management & Multitasking
- Office Administration & Scheduling
- Customer Service Excellence

