




JENNA DUNNUCK

Contact

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Professional Summary

Motivated professional with experience in customer service and hospitality. Proficient at dealing with customer inquiries, resolving problems, and managing reservations and payments. Possesses excellent communication and organizational skills, with a commitment to providing exceptional customer service.

Skills

- Computer Knowledge
- Customer service skills
- Problem-solving skills
- Communication skills
- Collaboration skills

Experience

FRONT DESK ASSOCIATE

Sep 2023 - Feb 2024

MASSAGE ENVY — Lutz

- Proven ability to create a welcoming and efficient reception area, ensuring a positive experience for clients.
- Proficient in handling inquiries, appointment scheduling, and managing administrative tasks with precision.
- Strong interpersonal and communication skills, adept at building rapport with clients and supporting a collaborative team environment
- Demonstrated ability to multitask in a fast-paced setting while maintaining a high level of professionalism.

ASSISTANT MANAGER

May 2020 - Jan 2024

JOURNEYS — Jensen Beach

- Cultivated exceptional customer service skills through direct interaction with clients, ensuring a positive and memorable experience.
- Demonstrated leadership capabilities by successfully leading and motivating a team to consistently achieve and surpass weekly and monthly sales targets.
- Led an impressive 200% increase in in-store performance for Journeys #0162 throughout 2021, showcasing strategic planning and execution abilities.

Education

BACHELOR OF SCIENCE (B.S.) IN MARKETING CANDIDATE

Expected graduation Dec 2024 | THE UNIVERSITY OF SOUTH FLORIDA — Tampa, Florida

Certifications

- Adobe Photoshop and Illustrator Award
- Marketing Social Media HubSpot Certified
- Certified in Google Ads Display