



Shannon Meyers

ADMINISTRATIVE ASSISTANT

Skills Summary

Advanced Writing Skills
 Attention to Detail
 Innovative and Open to Changes
 High Call Volume Management
 Relationship Building
 Tech Savvy
 High Analytical Thinking
 Communications
 Efficient Time Management

Educational History

University of San Diego

Aug 2010 - May 2014 Bachelors of Arts

Bachelors in English

Creative Writing Emphasis

Leadership Minor

Certificate in Nonprofit Management

Summer Business Institute Graduate

Additional Skills & Accomplishments

Proficient in Microsoft Office Products

Organizational Skills

Published Author

Growth-Oriented

58+ WPM

Guest Blogger for Relayo

Sales Rep for Herbalife

Marketing Intern for Conundrum Alliance

Coordinator Intern at Miricle Babies



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[ShanTheScribe](#)

Work Experience

Night Auditor

Nov 2020- present, Marriott Gaslamp Quarter

- Performing all assigned duties of GSA and AYS Lead.
- Responsible for closing out the financial books of the hotel at the end of each business day.
- Creating invoices, bills and checks for vendors, employees and contractors.
- Managing and updating all official documentation pertaining to the role.
- Ensuring that all end-of-day activities have been successfully executed by employees in all departments.

AYS Lead

Mar 2019 - Mar 2020 Marriott Gaslamp Quarter

- Expert knowledge in front desk, At Your Service, operator and rooms controller positions.
- Training all incoming Guest Service agents for AYS procedures and phone operator protocols.
- Advanced knowledge in PMS and GXP (Salesforce) computer programs.
- Maintaining communications and managing records for the engineering, accounting, security, housekeeping, food & beverage departments and the front desk.

Guest Service Agent

Apr 2017 - Mar 2019, Marriott Gaslamp Quarter

- Trained in three positions: front desk, bellman and At Your Service as well as being fluent in PMS and Salesforce.
- Daily duties include checking in and out an average of 100-165 guests per day, assisting with guest issues.
- Checking reservations for proper setup, on top of keeping detailed notes to relay messages to housekeeping, engineering, F & B and security.
- Responsible for maintaining and balancing assigned house bank of \$300.

Freelance Writer

May 2014 - Current Various Locatoinis

- Crafting a variety of original and high-quality works including short stories, articles, blog posts, and copy
- Proofreading and editing high-profile works including books, short stories, and published thesis papers.
- Conducting high-quality research for articles for clients.
- Navigating WordPress as a blogging platform to write engaging, thought-provoking, and informative blog posts.
- Website creation and management through Wix.
- Managing social media such as Facebook, Twitter, and Instagram for marketing and audience growth.