


KRISTIN KESSLER

JUNIOR FRONT-END DEVELOPER

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ABOUT ME

I started a career in the hospitality business and are now seeking to expand my knowledge and learn about coding to enter the IT world. At the moment I am finishing my certificates with SheCodes.

WORK EXPERIENCE

Second reception manager

Hotel Surfing Colors - 2016 - Present

- Assisted in overseeing daily front desk operations, ensuring smooth and efficient check-in/check-out processes for guests.
- Provided support to the Reception Manager in managing a team of receptionists, ensuring excellent customer service and resolving guest issues promptly.
- Coordinated staff scheduling, ensuring adequate coverage during peak hours and handling staff training on reception procedures.
- Maintained communication between departments (housekeeping, maintenance, and guest services) to ensure seamless guest experiences.
- Handled escalated guest complaints and special requests, ensuring guest satisfaction and fostering a welcoming environment.
- Monitored booking systems and managed room allocation to optimize occupancy rates and guest preferences.

Administrative and management assistant

Bungalows "La Serenada" - 2011 - 2014

- Provided comprehensive administrative support to management, including scheduling, correspondence, and report preparation.
- Coordinated communication between departments, such as maintenance, housekeeping, and guest services, to enhance the guest experience.
- Assisted in financial tasks, including invoicing, expense tracking, and budget management.

Administrative and management assistant

O'Neill Surf School - 2011 - 2014

- Provided administrative support to surf school management, handling scheduling, email correspondence, and client inquiries.
- Managed lesson bookings, equipment rentals, and payment processing, ensuring smooth daily operations and excellent customer service.
- Coordinated staff schedules, assisted with payroll, and maintained clear communication between instructors and management.
- Supported marketing efforts by managing social media updates, responding to customer reviews, and promoting special events.

SKILLS

- HTML + CSS.
- Management.
- GitHub.
- VS Code.
- Responsive development.
- JavaScript.

LANGUAGES

- English (Fluent)
- Spanish (Fluent)
- German (Native)

EDUCATION

Foreign Language Correspondent
Lovania Academy (2007-2010)

Junior Front-end developer
Certification SheCodes (2024)