

EP

# *Etienne Padin*

## ***Professional Summary***

Detail-oriented professional with bilingual abilities combines with integrity as frontline corporate representative. Well-educated and poised with superior communication skills.

---

## ***Work History***

### **Eurostars Magnificent Mile - Concierge**

Chicago, IL

09/2019 - 03/2020

- Maintained front desk's concierge book to provide visitors with access to relevant local information.
- Scheduled deliveries of flowers, gifts, and other products and made reservations for spa services and dining.
- Facilitated visitor requests for dining and tourist attractions by researching various venues and locales.
- Arranged for transportation to and from airport, train station and events for visitors.
- Remedied issues quickly and effectively through active listening, conflict resolution and dynamic communication skills.

### **Hyatt Regency Chicago - Concierge Manager**

Chicago, IL

06/2010 - 07/2019

- Consistently offered personalized recommendations for guest activities based on detailed conversations with clients upon arrival.
- Coached and developed associates to improve soft skills and recovery techniques.
- Motivated and rewarded employees to improve engagement.
- Remedied issues quickly and effectively through active listening, conflict resolution and dynamic communication skills.
- Worked closely with guests, some VIP or celebrity, with high degree of respect for privacy.

### **Berlitz Languages International - Instructor & Berlitz Study Abroad Coordinator**

Chicago, IL

05/2004 - 01/2010

etiennepadin@gmail.com

(773) 454-8095

Chicago, IL 60660

---

## ***Skills***

- Vendor interaction
  - Brand success
  - Reporting capabilities
  - Guest experiences
  - 60+ WPM typing speed
  - Guest Services
  - Event Planning
  - Fluent in SPANISH, conversational French, Italian
- 

## ***Education***

### **University of Illinois At Chicago**

Chicago, IL

Bachelor of Arts: Liberal Arts And Sciences, French

- Educated students in English and Spanish instruction and applying variety of proprietary instructional techniques, including hands-on curriculum.
- Evaluated and revised lesson plans and course content to facilitate and moderate classroom discussions and student centered learning.
- Reviewed class and student records to look for areas in need of improvement and implement plans of action.
- Planned, prepared and participated in weekly meetings and events.