

Natalie Jackson-Nixon

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Experience

Guest Service Associate at Towne Park - Waldorf Astoria Hotel

Nov 2023 - Present

- Proven track record of delivering exceptional guest service and ensuring guest satisfaction throughout their stay.
- Providing personalized assistance to guests, including check-in/check-out procedures, handling inquiries, and addressing concerns promptly and courteously.
- Proficient in utilizing hotel management software systems to manage reservations, process payments, and maintain accurate guest records.
- Strong communication skills demonstrated through effective interaction with guests in person, over the phone, and via email to coordinate services and fulfill requests.
- Collaborative team player with the ability to work efficiently in a fast-paced environment while maintaining a positive attitude.

Sales Representative at Vector - Cutco

Feb 2023 - Present

- Demonstrated success in generating leads, prospecting, and closing sales for Cutco cutlery products through effective communication and persuasive selling techniques.
- Proficient in conducting product demonstrations and presentations to showcase the quality, features, and benefits of Cutco products, resulting in increased customer engagement and sales conversion rates.
- Skilled in building and maintaining strong client relationships through proactive follow-up, personalized recommendations, and attentive customer service to ensure customer satisfaction and repeat business.
- Knowledgeable about Cutco's product line, pricing, promotions, and warranty policies, providing accurate information and guidance to customers to facilitate informed purchasing decisions.
- Adaptable and resilient in handling objections, negotiating terms, and overcoming sales challenges to drive revenue growth and meet or exceed sales goals.
- Committed to upholding Cutco's brand reputation and values by delivering an exceptional customer experience and maintaining professionalism and integrity in all interactions.

Intern at No Place Like Home Realty

Nov 2020 - May 2022

- Assisted real estate agent with various tasks including market research, property listings, and client communications to support the sales process.
- Shadowed property inspections, attended open houses, and assisted in scheduling property showings for potential buyers or renters.
- Prepared marketing materials such as flyers, brochures, and digital listings to promote properties and attract potential buyers or renters.
- Participated in team meetings, training sessions, and shadowing opportunities to gain insights into different aspects of the real estate industry and expand knowledge of sales strategies and techniques.
- Engaged in networking activities and attended industry events to build professional connections and expand knowledge of local real estate markets and trends.
- Assisted in administrative tasks such as filing paperwork, organizing documents, and managing office correspondence to ensure smooth operations and efficiency within the real estate office.
- Demonstrated strong communication, organization, and multitasking skills while working collaboratively with real estate professionals and clients.

Education

Howard University

May 2022 - May 2026

- Major in Psychology, Minor in Business Administration

Community College of Philadelphia

August 2021 - May 2022

- Dual Enrollment Credit

Skills & Campus Involvement

- Consumer Engagement
- Digital Design
- Intermediate Spanish
- Customer Support
- Accounting
- Social Media Management
- HU Future Law Scholars
- Howard University Real Estate Club
- HUSA A.I.M Mentor
- Ralph Bunche Center Student Ambassador
- Delight Ministries at the Mecca
- Oaxaca, México Spanish Immersion & Internship
- HU Alternative Spring Break - Jackson, MS