

Victor Romero



PROFESSIONAL SUMMARY

Proven professional with a track record of enhancing safety protocols at Commonwealth Secure through diligent surveillance and security audits. Excelled in relationship building at Streamline Hospitality Solutions, boosting guests loyalty who've stayed at the hotel. Skilled in Microsoft Office and superior customer service, adept at conflict de-escalation and maintaining a professional appearance and treating my coworkers and guests with respect.

SKILLS

- Detail Oriented
- Superior customer service
- Surveillance
- Relationship building and management
- Conflict de-escalation
- Report Writing
- Professional Appearance
- Microsoft Office
- Hospitality services
- Customer Assistance

WORK HISTORY

SECURITY | 08/2023 to Current

Commonwealth Secure - Somerville, MA

- Maintained respondent confidentiality by following strict data security procedures.
- Fostered safe lodging environment with reliable and effective security services.
- Programmed security, access control and CCTV systems.
- Conducted regular security audits, significantly improving safety and security protocols within facility.

VALET ATTENDANT | 05/2022 to Current

Streamline Hospitality Solutions - Somerville, MA

- Established positive guest relationships through consistent delivery of excellent customer service.
- Assisted in the training of new team members, ensuring consistent service quality across all attendants.
- Welcomed arriving guests and explained car retrieval procedures.
- Delivered guest vehicles smoothly and met diverse needs of valet customers.

RETAIL SALES ASSOCIATE | 10/2020 to 05/2022

HomeGoods - Somerville, MA

- Greeted customers and helped with product questions, selections, and purchases.
- Maintained a clean and organized store environment, enhancing the overall shopping experience for customers.
- Assisted in managing inventory levels, accurately processing shipments, and restocking merchandise as needed.
- Developed strong relationships with repeat clients, leading to increased loyalty and return visits.

EDUCATION

Bunker Hill Community College - Charlestown, MA | Criminal Justice

Somerville High School - Somerville, MA | High School Diploma

06/2021

LANGUAGES

Spanish

Native or Bilingual