



# ROMELLO HARRIS

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## PROFESSIONAL SUMMARY

Highly motivated and detail-oriented customer service professional with 3+ years of experience in property management (Airbnb) and a passion for exceeding customer expectations. Proven ability to build strong client relationships, troubleshoot technical issues, and leverage technology to optimize guest experience. Eager to learn the Enumerate software and contribute to a collaborative, forward-thinking team.

## SKILLS

- Consultation Skills
- Teamwork
- ZenDesk
- Client Service
- Customer Acquisition
- Communication Skills
- Technical Support
- Market Research
- Troubleshooting

## EXPERIENCE

Travel Designer | Property Manager February 2021 - Current

Airbnb & VRBO (Host) | Bellevue, Washington, Remote

- Designed and implemented smart technology features in a 950 square foot luxury condo.
- Achieved an average of 26 bookings per month, resulting in exceptional earnings of over \$16,000 within 90 day time span.
- Provided solutions using online interfaces by identifying issues and special requests.
- Increased bookings and potential guest interactions through successful implementation of digital marketing strategies, SEO, and building rapport.
- Effectively managed cleaning teams, to keep units stocked, organized and cleaned in a timely manner to maximize premium guest experience.

Administrative Assistant | Prospecting Sales Coordinator (Seasonal)

March 2023 - August 2023

Renaissance Seattle Hotel | Seattle, Washington

- Streamlined contract generation and technical event table mapping, utilizing advanced software and ensured flawless execution of projects.
- Identified potential customers through personal referral and lead generation.
- Executed administrative tasks, data-driven decision making, leveraging advanced skills to analyze sales metrics and optimize marketing strategies.
- Supported sales managers, events team and executive meeting managers with digital documents, organizations, paperwork, data entry and scheduling needs.

Virtual Styling Assistant & Morale Leader

August 2019 - September 2021

Amazon Corporate Headquarters | Remote, Seattle, Washington

- Increased sales and kept high metric standard leading to promotion from contractor to a full-time employee at Amazon Headquarters.
- As a Morale Leader, I created presentations, led quizzes and developed a weekly schedule for virtual events during pandemic.
- Demonstrated strong time management skills while working both in office and remotely.
- Reviewed and evaluated thousands of garments daily using internal tools.

#### Interior Design & Staging Assistant

August 2018 - August 2019

Kure Staging & Design | Austin, Texas

- Maintained and organized digital files utilizing Microsoft Office and handled other administrative support tasks.
- Conducted on-site observations and provided staging recommendations.
- Utilized design software to create attractive designs for residential and commercial clients.
- Coordinated installations by working closely with interior designers and developers.

#### Digital Assistant

February 2018 - October 2018

Stitch Fix | Austin, Texas

- Built strong and lasting rapport with clients through consistent delivery of requested services and exceptional results.
- Recommended products based on the customers data entries.
- Analyzed personal data and measurements to ensure correct size and fit chosen for each client.
- Facilitated a positive customer service experience and managed client relationships.

#### Assistant Manager

April 2017 - May 2019

BONOBOS | Austin, Texas

- Inspired teamwork to drive performance through collaboration.
- Handled visual merchandising plans based on new product and directives.
- Maintained exceptional KPI results and coordinated guide shop events, generating 25% increase in sales for the quarter.
- Managed and developed part-time style-guides through coaching, group trainings and contributing to performance reviews every month.

## EDUCATION

#### Fashion Marketing & Design

December 2018

ACC Highland , Austin , TX

#### The Actor's School with ACC Highland, Austin, TX

- Completed Acting 101 course at Actor's School with ACC Highland, demonstrating proficiency in acting fundamentals.
- Active participant in acting clubs, honing skills in improvisation, scene study, and stage presence.