

# **Flor Matthews**

Quantico, Virginia

980-267-4754

Florc.banegas@yahoo.com

## **Skills**

Proficient with MS Word, Excel, and PowerPoint  
Charismatic, creative, and confident inter/intrapersonal skills  
Bilingual – Fluent in English and Spanish  
Accustomed to providing VIP level customer service

## **Experience**

Hilton Garden Inn Hotel

Woodbridge, Virginia

Front Desk Associate

April 2022 -Present

Consistently displayed strong verbal communication and exemplified above and beyond customer service abilities through various responsibilities entailing front desk operations  
Oversaw and set up reservations, swiftly responded to room requests, completed check in and out process, and handled purchases made at the hotel pantry  
Coordinated with staff to provide guests with outstanding customer service by setting up small breakfast items for guests leaving too early in the day at no cost

American Red Cross Volunteer

Okinawa, Japan

September 2019- July 2021

Performed front desk administrative duties entailing answering and directing calls, detailing volunteer opportunities, and coordinating office meetings  
Conducted casework involving Red Cross messages and transcribed them for office use  
Timekeeper and scribe for Disaster Action Team meetings

Marine Corps Community Services

Okinawa, Japan

Library Tech/ Storyteller

May 2018 – October 2018

Improved community relations through pre-eminent customer service provided

Planned, coordinated, and executed children's weekly reading programs ages 0-18  
Traveled to and assisted other base camp libraries and storytellers during program days for story time  
Simultaneously coordinated events, displays, and various other storyteller responsibilities while implementing regular tasks as a library technician

The United States Marine Corps

Jacksonville, NC

Family Readiness Assistant

Nov 2013 - Present

Efficaciously and routinely communicated with family members and Marines

Served as Spanish translator between family members and Command Units  
Structured and composed family readiness unit functions for families and Marines in barracks  
Accrued and organized files for Command General Readiness Inspections  
Coordinated family events and executed event designs as well as promoted and created original advertisements via flyers, posters, and emails

Southwest Soccer Club	Jacksonville, NC
Soccer Coach	March 2017 – June 2017
Compellingly communicated and coached U4 team of children 5 and under	
Maintained knowledge of competitive and safe match regulations	
Coordinated practices with parents	
Bookkeeper for team essentials	

## **Education**

University of Maryland Global Campus	Adelphi, Maryland
45 Credits towards an Associate of Psychology	May 2020 - Present

Coastal Carolina Community College	Jacksonville, NC
31 Credits towards an Associate of Science	June 2017 - December 2017

Career Step	Jacksonville, NC
	June 2014 - December 2014
Electronic Health Records with Coding and Billing Certificate	

Myers Park High School	Charlotte, NC
High School Diploma	June 2013

## **Awards**

Academic Deans List	Summer semester 2020 - Fall Semester 2021
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Family Readiness Assistant Volunteer Yearly Appreciation Award	April 2014 – 2021
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Bronze Presidential Volunteer Service Award	2019 - 2020
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National Society of Collegiate Scholars	June 2022
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