

# SABIA FADEN

## CONTACT

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## About Me

Dynamic and motivated professional with leadership experience in customer service and hospitality management. Known for strong interpersonal communication and problem-solving skills. Seeking to leverage expertise in operations and service excellence to drive guest satisfaction. Skilled in team leadership, conflict resolution, and creating exceptional guest experiences.

## Education

Savannah College of Art  
and Design

2018-2023

Bachelor of Fine Arts in Film  
*Summa Cum Laude*

International School of  
the Sacred Heart

2013-2018

Tokyo, Japan  
*Honors: Academic Honors*

## Expertise

- Guest Services & Hospitality Management
- Creative Problem Solving
- Communication Skills
- Film Production & Editing

## WORK EXPERIENCE

### GUEST SERVICES SUPERVISOR

*Hotel Indigo Savannah, Savannah, GA*

NOV 2024-  
Present

- Lead a team to ensure exceptional guest experiences and operational efficiency.
- Oversee daily hotel operations, including guest check-ins/outs, reservations, and customer inquiries.
- Address guest concerns promptly, maintaining a positive and welcoming environment.
- Drive process improvements to enhance service quality and team performance.

### FRONT OFFICE MANAGER

*Hotel Bardo, Savannah, GA*

FEB 2024-OCT  
2024

- Managed team to provide outstanding guest service and satisfaction.
- Coordinated back-end hotel operations, including room allocations and financial transactions.
- Ensured accurate guest profiles and booking records, handling payments and reservations.
- Acted as a liaison between guests and hotel staff to resolve concerns and ensure satisfaction.

### ASSIST. FRONT OFFICE MANAGER

*Marriott Savannah Riverfront, Savannah, GA*

JUN 2023-FEB  
2024

FRONT DESK SUPERVISOR NOV-JUN2023  
FRONT DESK AGENT JAN-NOV2022

- Assisted in overseeing front office operations and managing guest experiences.
- Handled guest inquiries, managed reservations, and ensured smooth hotel operations.
- Trained and mentored junior staff to uphold service excellence and operational standards.

## Technical Skills

- **Languages:** Japanese (Native), English (Fluent)
- **PMS Software:** FSPMS (Advanced), OPERA (Advanced)
- **Editing Software:** Adobe Premiere Pro, Avid, Adobe After Effects, Davinci Resolve, Final Draft
- **Microsoft Office Suite:** Word, Excel, PowerPoint, Outlook (Advanced) for report creation, data management, and communication
- **Programming:** Basic Python 3

## Reference

**Ryan Davis II Leftlane**

VP | Revenue Strategy & Distribution  
303-917-3640

**Michael Bailey**

GM | Marriott Savannah Rvft.  
912-233-7722