

REANNA CHASE

Georgetown, Guyana

Phone/WhatsApp: +592 629-3646

Email: reannachase25@gmail.com

PROFESSIONAL PROFILE

Motivated and customer-focused hospitality and administrative professional with experience in front desk operations, guest care, customer service, and office support. Skilled in communication, organization, problem-solving, and managing client relations in fast-paced environments. Currently pursuing a Diploma in Communication Studies at the University of Guyana, with strong interest in hospitality, administration, media, and client-centered roles.

EDUCATION

University of Guyana

Diploma in Communication Studies | 2020 – 2026

Currently Pursuing – Final Semester

Carnegie School of Home Economics

Certificate in General Cosmetology | 2018 – 2019

Training included hair care, nail care, skin care, and body massage.

Central High School

Caribbean Secondary Education Certificate (CSEC) | 2012 – 2017

QUALIFICATIONS

Caribbean Examinations Council (CXC/CSEC)

- Principles of Business – Grade 1
- English A – Grade 2
- Human & Social Biology – Grade 2

- Integrated Science – Grade 2
 - Mathematics – Grade 2
 - Electronic Document Preparation & Management – Grade 2
 - Agriculture Science – Grade 2
 - Biology – Grade 3
 - Geography – Grade 3
 - English B – Grade 4
 - Physics – Grade 4
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WORK EXPERIENCE

Senior Front Desk Associate

Plaza Court Hotel | Georgetown, Guyana | 2026

- Managed guest check-ins and check-outs professionally and efficiently.
- Assisted guests with inquiries, reservations, and customer service support.
- Maintained front desk operations and ensured smooth communication between departments.
- Handled administrative duties and daily front office tasks.

Front Desk Receptionist / Guest Care Agent

Herdmanston Lodge | Georgetown, Guyana | 2022 – 2023, 2024 – 2025

- Delivered quality guest service and maintained positive customer experiences.
- Assisted with reservations, scheduling, and accommodation management.
- Used Roomsy and other hospitality software for guest and property management.
- Supported front office administration and handled customer concerns professionally.

Poll Clerk / Ballot Clerk / House-to-House Registration Officer

Guyana Elections Commission (GECOM) | Georgetown, Guyana

- Assisted with election and voter registration processes.
- Managed records and verified documentation accurately.
- Worked efficiently under pressure while maintaining professionalism.

Work Study Trainee

Bourda Post Office Salon | Georgetown, Guyana

- Assisted with salon operations and customer support.

- Practiced cosmetology techniques during practical training.
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SKILLS

- Customer Service and Guest Relations
 - Front Desk Operations
 - Administrative Support
 - Written and Verbal Communication
 - Problem Solving and Teamwork
 - Internet Research and Data Compilation
 - QuickBooks (Basic)
 - Rooms Property Management Software
 - Property Management Systems (PMS)
 - Microsoft Office and Document Preparation
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CERTIFICATES & ACHIEVEMENTS

- Confucius Institute, University of Guyana – Comprehensive Chinese Level 1
 - Confucius Institute, University of Guyana – Comprehensive Chinese Level 2
 - Miss Guyana Talented Teen 2017 – Miss Congeniality
 - Ministry of Labour – Care for the Elderly Training
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PERSONAL INFORMATION

- Nationality: Guyanese
 - Date of Birth: January 5, 2001
 - Marital Status: Single
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INTERESTS

- Reading
- Fitness and Gym Activities
- Counseling and Mentorship
- Communication and Media
- Community Engagement