

Khyleigh Maningas

Receptionist

Profile

Dynamic receptionist with 8 years of experience, adept at streamlining office operations and enhancing client interactions. Expert in managing front desk functions with strategic foresight, ensuring seamless communication and fostering a welcoming environment.

Employment History

Receptionist at Hilton Hotels, LA

Apr 2025 - Present

- Spearheaded the implementation of a new guest check-in system, reducing wait times by 32% and enhancing overall customer satisfaction scores.
- Coordinated a team of five receptionists, leading to a 25% increase in efficiency through targeted training and performance management.
- Developed a comprehensive scheduling framework that optimized staffing levels, cutting overtime costs by 18% while maintaining service quality.
- Forged partnerships with local businesses to create exclusive guest packages, boosting revenue from hotel amenities by 14%.
- Led an initiative to streamline communication between departments, resulting in a 20% improvement in response time for guest requests.

Front Desk Clerk at Marriott International, LA

Sep 2021 - Mar 2025

- Spearheaded a team of 8 front desk associates to enhance guest check-in efficiency, reducing average wait time by 21% over six months.
- Implemented a new reservation system that increased booking accuracy by 17%, minimizing guest complaints and enhancing overall satisfaction.
- Developed training modules for staff, boosting service quality scores from 82% to 94% in quarterly evaluations.
- Collaborated with department heads to streamline operations, resulting in a 15% cost reduction in daily administrative expenses.

Office Assistant at WeWork, LA

Aug 2017 - Aug 2021

- Coordinated and optimized office operations, leading to a 17% increase in overall efficiency through streamlined communication channels and resource allocation.
- Led a team of 5 administrative staff, implementing training programs that enhanced productivity by 23%, ensuring seamless support across multiple departments.
- Spearheaded the transition to a digital filing system, reducing paper usage by 41% and improving document retrieval time by over 30%.

Details

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(396) 146-9141

New Orleans, LA

Links

[linkedin.com/in/khyleighmaningas](https://www.linkedin.com/in/khyleighmaningas)

Skills

CRM Systems

Multitasking

Conflict Resolution

Data Analysis

Process Improvement

Team Coordination

Strategic Planning

Languages

English

Italian

Hobbies

Painting

Gardening

Knitting