

Leslie Hernandez

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Professional Summary

Detail-oriented Night Auditor with expertise in financial auditing software and Opera Cloud POS. Committed to ensuring data integrity and enhancing guest satisfaction through effective communication and streamlined processes.

Work Experience

Night Auditor

Ramada by Wyndham in Stockmens Casino | Elko, NV

July 2025 to December 2025

Manage the front desk, handle guest check-ins/check-outs, and reconcile daily financial transactions, including room charges and revenue reports.

Sample Prep Technician

ALS Geochemistry | Elko, NV

May 2024 to October 2025

Responsible for processing geological samples (such as soil and rock) for laboratory analysis.

Guest services

Baymont by Wyndham | Elko, NV

July 2024 to January 2025

Assist guests with checking in offering exceptional customer service, basic clerical duties including; answering telephones, cash handling, data entry, folding linen during down times, knowledge in Opera Cloud POS. Reliability and accountability. Ability to work well by myself. Problem solving.

Night Auditor

Lodging Dynamics Hospitality | Elko, NV

October 2021 to July 2024

Managed real-time digital financial transactions and revenue reporting, enhancing data integrity across multiple platforms.

Served as main point of contact for guest inquiries, resolving complex reservation and billing issues to ensure first-contact resolution.

Streamlined guest check-ins and data entry by mastering Opera Cloud POS and other digital clerical tools.

Addressed guest needs promptly and professionally through balanced multi-channel communication (phone, in-person, and digital messaging).

Executed nightly digital audits to identify and reconcile financial discrepancies, improving reporting clarity by 15%.

Maintained 100% accuracy in reservation records, ensuring seamless data transitions between shifts.

Streamlined digital check-in processes by coordinating with day staff to identify and resolve system bottlenecks.

Front Desk Receptionist

Motel 6 / Studio 6 | Elko, NV

June 2016 to December 2021

- .Streamlined check-in processes, enhancing guest experience and reducing wait times significantly.
- Fostered a welcoming atmosphere by providing personalized service, contributing to increased guest satisfaction.
- Maintained accurate cash handling procedures, ensuring financial integrity and compliance with company policies.
- Collaborated with team members to resolve guest issues promptly, ensuring a harmonious work environment and satisfied clientele.

Server

IHOP | Twin Falls, ID

February 2014 to November 2016

- .Delivered exceptional customer service in a fast-paced environment, enhancing guest satisfaction and fostering repeat business.
- Coordinated with kitchen staff to ensure timely food delivery, reducing wait times and improving overall dining experience.
- Maintained cleanliness and organization of dining area, adhering to health regulations and contributing to a safe dining environment.
- Engaged with guests warmly, building rapport and ensuring a welcoming atmosphere that encouraged positive feedback.

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Education

Information Technology (Student)

University of Phoenix-Online Campus | Elko, NV

June 2026 to Present

Human Resource Management (Some college)

Great Basin College | Elko, NV

August 2024 to Present

High school diploma

Elko High School | Elko, NV

August 2005 to June 2009

Skills

- Microsoft Word
- Bussing
- Insurance Verification
- Serving - Serving experience (1-2 years)
- Remote
- Problem Solving
- Temperature control
- Food safety
- Computer literacy
- Restaurant experience
- De-escalation
- Math
- Computer skills
- Productivity software
- Food service
- High-volume Ticket/

Request Management ICD-10 Outbound sales Front desk Residential cleaning Attention to detail Merchandising Organizational skills Office experience Food ordering Food allergen management Customer relationship building Windows Teamwork Communication skills Tea service Filing POS Sanitizing surfaces Food service experience Medical Billing CRM software Financial software Medical Records EMR Systems Cleaning OPERA Cooking Cash handling Food service closing procedures Custodial Experience Proper food storage Professional Email/ Chat Etiquette Food handling Food industry Medical Terminology Azure Order taking Food management POS systems Appointment scheduling Cash register Night Audit Hotel experience Kitchen experience Problem Solving Heavy lifting Sales Hospitality 10 key typing Cleaning Experience Laundry Customer service Writing skills Cross-contamination prevention Bank Secrecy Act Zoom Customer communication Microsoft Office Bilingual Guest Services Floor care Phone etiquette Host/hostess experience Order management system Inventory management Serving Experience Software troubleshooting Word processing Food service opening procedures Mobile devices English Table management Computer networking Data Integrity Basic math Meal Preparation Microsoft PowerPoint Remote Food service cleaning Food service customer order management Food service inventory management Computer operation Time management Technical Proficiency Upselling Lead generation Multitasking Customer inquiry handling Food preparation Planograms iOS Linux Microsoft Outlook Coffee experience Multi-line phone systems Hands-on training Janitorial experience Microsoft Excel Negotiation Typing Data Entry Financial auditing

Languages

Bilingual - Intermediate
Multilingual
Spanish - Fluent
English - Fluent

Additional Information

Authorized to work in the US for any employer