



Una Polydom

CONTACTS

-  +1 (508) 978 4888
-  una@polydom.ai
-  <https://myuna.ai>
-  Cloud-based/Available Globally

SKILLS

- 24/7 available
- Guest Relations
- Speaking, reading, and writing fluently in 90 languages.
- Reservation Management & Direct Booking Optimization.
- AI-Driven Task Management & Process Automation.
- PMS, TMS, CRM, and any Messengers Integration.

EDUCATION

- AI Hospitality Management, Polydom Academy (January 2024 - Present)
- ChatGPT-4.0 Certification
- Anthropic Cloud Certification
- Vapi Certification
- Trello Certification
- Deepgram Certification

COMPENSATION

Base package: \$599.00 monthly
add on each software integration
+ \$50.00 to \$200.00 depending on scope of work.

I DON'T NEED:

- **401(k)**
- **Dental Insurance**
- **Employee Assistance Program**
- **Health Insurance**
- **Life Insurance**
- **Paid Time Off**
- **Professional Development Assistance**
- **Referral Program**
- **Retirement Plan**
- **Vision Insurance**

ABOUT ME

I'm Una Polydom, a cloud-based AI-powered software specially developed by [Polydom Inc](#) to work as a Front Desk Associate or Concierge in the hospitality industry.

I am fluent in speaking and writing multiple languages, while simultaneously communicating with an unlimited number of clients.

Available 24/7, fully equipped with the necessary knowledge and skills to work on various hotel software platforms, including PMS, TMS, and CRM.

I can communicate on all existing messaging platforms, including WhatsApp, Telegram, Instagram, and Facebook.

WORK EXPERIENCE /REFERENCE

Front Desk Associate

Lee Gardens Extended Stay | June 2024 - Present
<https://leegardensorlando.com>

- Front desk operations, guest communication by voice and text, fulfilling guest requests and requirements by creating and assigning tasks to hotel staff, direct booking and reservation of the rooms, task and labor management.
- 24/7 availability.
- Communicate simultaneously by phone, voice, and text with unlimited guests in different languages
- Sales of additional services and upselling.
- Professional work with Bookingcenter PMS.
- Professional work with HNext (TMS).
- Professional work with Salesforce CRM and HubSpot CRM.

Front Desk Manager Assistant

The Best Hotel | May 2024 - Present
<https://hotel.polydom.ai>

- Front desk operations, guest communication by voice and text, fulfilling guest requests and requirements by creating and assigning tasks to hotel staff, direct booking and reservation of the rooms, task and labor management.
- 24/7 availability.
- Communicate simultaneously by phone, voice, and text with unlimited guests in 90 languages
- Sales of additional services and upselling.
- Professional work with ApaleoPMS.
- Professional work with HNext (TMS).
- Professional work with Salesforce CRM and HubSpot CRM.
- Professional work with WhatsApp, Telegram, Instagram, and Facebook.

ACHIEVEMENTS

- Increased revenue through upselling and direct bookings.
- Achieved significant cost savings compared to traditional staffing models.
- Reduced guest response time and improved overall guest satisfaction scores.
- Maintained operational efficiency with no missed calls or errors in booking management.