

Austin Deschler

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Professional Summary

Dedicated hospitality and customer service professional with 14+ years of experience in guest relations, team leadership, and operational management. Proven ability to deliver exceptional service and maintain high standards in fast-paced environments.

Work Experience

Front Desk Agent | Ramada by Wyndham
Olympia, WA | April 2025 - November 2025

Delivered outstanding guest service while managing reservations and processing check-ins/check-outs. Coordinated with housekeeping and maintenance teams, operated multi-line phone systems, and maintained accurate records to ensure smooth front office operations.

Houseman / Events Houseman | Gold Miners Inn
Grass Valley, CA | March 2024 - April 2025

Maintained public areas and hotel property while operating power tools and lawn care equipment. As Events Houseman, collaborated with events coordinator on setup and teardown for hotel events. Performed event space maintenance including paint touch-ups, carpet steaming, and catering kitchen sanitization.

Ticketing Supervisor | Nevada County Fairgrounds
Grass Valley, CA | August 2011 - August 2024

Promoted from cashier to department lead in 2021. Managed hiring, training, shift scheduling, ATM management, ticket and cash management, cashier auditing, and bank deposits. Created training materials and presentations for new staff.

Dishwasher / Food Prep | Cirino's
Grass Valley, CA | July 2022 - September 2023

Maintained kitchen cleanliness and assisted with food preparation in fast-paced restaurant environment.

Dishwasher / Food Prep | Pete's Pizza

Grass Valley, CA | November 2021 - June 2022

Maintained kitchen cleanliness and assisted with food preparation in fast-paced restaurant environment.

Member Service Representative | Bank of America

Grass Valley & Chico, CA | April 2016 - September 2018 | February 2019 - January 2021

Provided positive customer experiences while driving improved satisfaction and sales.

Processed transactions accurately in fast-paced environment and identified opportunities to introduce products and services to meet customer needs.

Assistant Manager | Payless Shoesource

Grass Valley, CA | September 2015 - March 2016

Promoted from sales associate to assistant manager. Managed employee schedules, audited till operations, balanced safe, created bank deposits, audited shipments, and directed employees while ensuring smooth store operations.

Education

High School Diploma | Nevada Union High School, Grass Valley, CA | August 2011 - June 2015

Skills

Cash Handling | Customer Service | POS/Cashiering | Auditing | Hotel & Hospitality | Custodial/Cleaning Team Management | Staff Training | Reservation Management | Information Technology | Office Software