

LYDIA N. RICH

Hospitality & Operations · Client Relations · Insurance & Admin

(239) 571-8575 • liddy1076@gmail.com • Bethlehem, PA

CORE SKILLS

- Schedule & Calendar Mgmt
- Client Communication
- Insurance Enrollment
- Documentation & Records
- Invoicing & Payments
- Conflict Resolution
- Team Leadership
- CRM & Portal Navigation
- High-Volume Phone & Email
- Workflow Organization

LICENSES

- Licensed Health Insurance Broker — PA (Active)

EDUCATION

AAS Hospitality & Restaurant Management

Northampton Community College, Bethlehem PA

STRENGTHS

- Detail-Oriented
- Highly Organized
- Customer-Focused
- Adaptable
- Self-Motivated

PROFESSIONAL SUMMARY

Customer-focused professional with experience in hospitality, client support, scheduling, and relationship management. Proven ability to handle high-volume phone and email communication, resolve concerns with empathy, and deliver exceptional service. Licensed Health Insurance Broker in Pennsylvania with experience guiding individuals through coverage options and enrollment. Known for professionalism, organization, and strong interpersonal skills.

PROFESSIONAL EXPERIENCE

Health Insurance Broker

2025 – Present

Pennsylvania

- Assist individuals and families with plan selection, eligibility guidance, enrollment, and customer support.
- Navigate carrier portals and maintain compliance with state regulations.
- Provide ongoing service support and resolve client inquiries.
- Maintain accurate records and documentation.

Owner

July 2024 – July 2025

Cleaning Business | Naples, FL

- Managed scheduling, client communication, service delivery, invoicing, and customer retention.
- Coordinated workload to ensure timely completion of jobs and customer satisfaction.
- Handled payment tracking and service documentation.

Group Reservations Coordinator

2023

The Ritz-Carlton, Naples

- Handled reservations, billing setup, client communication, and coordination for group stays.
- Managed high-volume email and phone correspondence while maintaining high service standards.
- Ensured accuracy of reservations and guest service details.

Leisure Reservations Agent

2023

The Ritz-Carlton, Naples

- Scheduled amenities and handled guest requests.
- Resolved concerns while maintaining high service standards.
- Supported cross-department coordination.

Shift Manager

2015 – 2017

Starbucks

- Led daily operations, trained staff, managed inventory, and ensured strong customer experiences.
- Supervised team members and handled cash management.