

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Front Desk Receptionist - Company / Location

2019 to present

- Greeted clients and ushered them to the designated meeting locations.
- Called, texted, and emailed clients to schedule appointments and for feedback.
- Handled all incoming phone calls into the office and spoke to potential clients.
- Collected customer information and organized it for future use.
- Supported the general manager with workflow charts and annual reports.

Hostess - Company / Location

2018 to 2019

- Greeted customers and communicated waiting times.
- Handled tough customers and addressed their complaints in a timely manner.
- Kept detailed records of reservations and customer special requests.
- Organized seating charts for over 200 guests for all major events.
- Trained 10 potential hostess and waitress candidates.

Project Experience

- Greetings Etiquette: completed a training seminar on how to properly greet clients.
- Organizational System: implemented the use of new software in the workplace.
- Volunteered at Habitat for Humanity: helped organize fundraising events.

Education

Associate of Arts Business - Lone Star College

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

High School Diploma - Springfield High School

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Telephone etiquette
- Calendar management
- Proficient with Groove
- Time management
- Filing and record keeping

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Administrative Professional (CAP)
- First Aid training