**Ardent Lone**

77 Cool Springs Road, Thaxton, VA 66890
(999) 999-9999, [Email]

**FRONT DESK RECEPTIONIST**

Dedicated and proactive individual with 4 years’ effective front desk and customer service experience. Demonstrated ability to maintain a pleasant, positive, and courteous demeanor continually.

• Well-versed in greeting visitors, scheduling appointments, and handling administrative and clerical duties
• Positive attitude and disciplined work ethic
• Adept at answering phones, faxing, and filing
• Computer savvy: Proficient in MS Office (Word, Excel, PowerPoint and Outlook)
• Bilingual: English and Spanish; enjoy working with diverse people and able to multi-task

**WORK EXPERIENCE**

**Front Desk Receptionist** | Benchmark, Thaxton, VA                   May 2011 – Present

• Welcome visitors, guests and customers as they arrive
• Provide information asked for and direct them to the right departments
• Assist visitors and customers to the right staff member
• Handle telephone calls and direct them to the right recipient
• Distribute incoming mail and manage outgoing correspondence
• Schedule meetings and conferences
• Hand out employee application, memos and notices

**Major Achievements**• Reorganized the visitor / guest check in and out procedure by introducing an automated identification system
• Awarded with a mid-year bonus following excellent front desk management work in 2011

**Customer Service Assistant** | Huskey Trailways – Festus, MO       Mar 2009 – May 2011

• Handled the switchboard and routed calls
• Assisted guests and visitors by answering queries
• Validated parking tickets
• Assisted in scheduling appointments
• Assisted in coordinating office activities

**Major Achievements**
• Provided valuable support to the marketing department in executing a particularly complex marketing routine
• Offered a front desk receptionist position following provision of exceptional work as an intern

**EDUCATION**

Thaxton Cummunity School, Thaxton, VA
High School Diploma – 2008

**ADDITIONAL**

• Able to managing light bookkeeping and accounting procedures
• Fast learner with a keen ability to set and maintain priorities
• Well-organized with strong ability to work under stressful conditions