

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