**AVERY JONES**

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OBJECTIVE

To gain a position with \_\_\_\_\_\_\_\_ as a receptionist where I will utilize my intrapersonal skills in representing my company’s best interests. To utilize my knowledge in communications and switchboard experience in maintaining a level of efficiency in keeping the office connected. Offering proficiency with software, budgeting, and conference planning.

KEY SKILLS

Office Skills: Telephone & Front Desk Reception, Customer Service, Filing, Database & Records Management, Executive & Administrative Support, Reports & Spreadsheets, Complaint Handling, Data Entry (75 WPM)

Computer Skills: Word, Excel, PowerPoint, Access, Visio, Outlook, Windows Vista/XP

PROFESSIONAL EXPERIENCE

XYZ CORPORATION (Sometown, IA), Receptionist, 3/08 to 8/12

* Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
* Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers, researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.
* Led "cleanup" of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.
* Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.

SOMETOWN COMMUNITY COLLEGE (Sometown, IA), Receptionist, 3/07 to 2/08

* Served as first point of contact for students, faculty and staff calling or visiting the main administrative office.
* Efficiently operated campus switchboard and provided prompt, courteous and knowledgeable assistance.
* Transformed previously manual processes relating to vendor/supplier records into an efficient, computerized system.
* Efforts exposed overcharges and double billing to recover $5,000 in erroneous payments and prevent their recurrence.

EDUCATION

SOMETOWN COMMUNITY COLLEGE (Sometown, IA)

AS in Business, 2007

ADDITIONAL INFORMATION

"Avery is a first-rate administrative support professional...excels in organizing our busy office… ensures all of our customers' needs are taken care of…truly an exceptional employee..."

-- Excerpts from 2010 Performance Review