



# MASON WILSON

Customer Service Receptionist

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

## PROFESSIONAL SUMMARY

Dedicated Customer Service Receptionist with 10 years of experience in delivering exceptional service and support. Proven ability to manage front desk operations, handle inquiries, and maintain a welcoming environment for clients and visitors.

## WORK EXPERIENCE

### Senior Customer Service/Receptionist

📅 Dec / 2018-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Managed front desk operations, greeting visitors and directing them to appropriate staff members.
2. Answered and routed incoming calls promptly, ensuring a positive first impression.
3. Assisted customers with inquiries, providing accurate information and resolving issues efficiently.
4. Maintained organized filing systems and performed clerical duties, including data entry and mail distribution.
5. Coordinated appointment scheduling, optimizing staff availability and client satisfaction.
6. Monitored and managed office supplies, ensuring adequate inventory levels for smooth operations.
7. Participated in training sessions to enhance service delivery and improve customer interactions.

### Supply Chain Support

📅 Dec / 2014-Dec / 2018

Cactus Creek Solutions

📍 Phoenix, AZ

1. Welcomed patients and ensured compliance with registration and check-in procedures.
2. Verified and updated patient demographic information accurately to maintain records.
3. Utilized electronic systems for patient check-in, ensuring efficient processing.
4. Assessed patient benefits and eligibility, providing clear information on coverage.
5. Created and managed patient accounts, including confidential and workers' compensation cases.

## EDUCATION

### Associate of Arts in Business

📅 Dec / 2011-Dec / 2014

City College

📍 Toronto, ON

Focused on business communication, customer service, and office management skills.

## SKILLS

Lotus Notes



Mainframe



Microsoft Office Suite



PeopleSoft



Switchboard



## INTERESTS

📖 Art

📖 Volunteering

📖 Hiking

📖 Yoga

## STRENGTHS

🌟 Criticality

🌟 Curiosity

🌟 Detail-oriented

🌟 Diplomacy

## LANGUAGES



English  
80%



Arabic  
80%



Hindi  
80%

## ACHIEVEMENTS

★ Achieved a 95% customer satisfaction rating through effective communication and problem-solving.

★ Streamlined appointment scheduling process, reducing wait times by 30%.