

NOAH WILLIAMS

Senior Front Desk Assistant

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PROFESSIONAL SUMMARY

Accomplished Senior Front Desk Assistant with over 7 years of experience in providing top-tier guest services and optimizing front desk operations. Expertise in managing guest relations, appointment scheduling, and conflict resolution while fostering a welcoming environment. Committed to enhancing operational efficiency and delivering exceptional guest experiences.

WORK EXPERIENCE

Senior Front Desk Assistant

Quantum Solutions LLC

📅 Feb / 2020-Ongoing

📍 Phoenix, AZ

1. Greet and assist guests, ensuring a friendly and professional atmosphere.
2. Manage guest inquiries and provide detailed information about services and amenities.
3. Oversee appointment scheduling and maintain an organized booking system.
4. Handle conflict resolution effectively, ensuring guest concerns are addressed promptly.
5. Maintain front desk operations, including managing calls and correspondence.
6. Support administrative tasks, including filing and record keeping.
7. Train and supervise junior front desk staff to uphold service standards.

FRONT DESK ASSISTANT

Lakeside Apparel Co

📅 Feb / 2018-Feb / 2020

📍 Chicago, IL

1. Provide first point of contact for guests, ensuring a welcoming and informative experience.
2. Answer and direct phone calls, managing office communication efficiently.
3. Receive and sort incoming mail, ensuring timely distribution.
4. File and maintain records to support office operations.
5. Track staff availability and manage schedules effectively.
6. Assist in maintaining cleanliness and organization of the front desk area.

EDUCATION

Associate of Applied Science in Hospitality Management

Greenwood Community College

📅 Feb / 2016-Feb / 2018

📍 Denver, CO

Developed skills in guest service, event planning, and hospitality management.

SKILLS

Cultural Awareness

Customer Relations

Front Desk Operations

Service Orientation

ACHIEVEMENTS

- ★ Achieved a 95% guest satisfaction rating through effective communication and support.
- ★ Streamlined appointment scheduling process, reducing wait times by 20%.
- ★ Trained and mentored new front desk staff, improving team efficiency and service quality.