

Front Desk Operations

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

An energetic self-starter with a penchant for efficient communication who collaborates with individuals at all levels of an organization to creatively solve problems and meet demands of customers and employers. Skilled in multiple computer systems and software programs ranging from Microsoft Office to Mac systems such as iMovie and Adobe Audition.

Skills

Microsoft Office, Audio Editing, Video Editing, Email Marketing, Website Development, Marketing Communications, Media Relations, Public Relations, Administrative Assistant, Data Entry, Communications, Clerical, Powerpoint, Microsoft Word, Excel.

Work Experience

Front Desk Operations

ABC Corporation - July 2014 - 2022

- Coordinated inbound and outbound calls in a fast paced work environment.
- Managed individual and business accounts and resolve any discrepancies relating to membership contracts, billing, general inquiries and renewals of membership contracts.
- Performed clerical duties such as faxing, photocopying, filing new membership paperwork, vendor displays and coordinate emergency and construction crews.
- Achieved Certifications in CPR, First Aid, and Assisted External Defibrillator.
- Used Interpersonal Communications, Microsoft software such as Microsoft Office, faxing and external communications solutions.
- Utilised interpersonal and communication skills to lead, influence, and encourage others.
- Advocated sound financial/business decision making.

Front Desk Operations

Delta Corporation - 2012 - 2014

- Responsible for answering incoming calls daily (between 15-25 per hour), check in (between 20-30 per hour), and customer inquiries (5-10 per hour).
- Liable for calling on customer collections daily (20-30 per hour).
- Assist members with facility tours and machine usage (5-10 per hour).
- Answered all incoming calls, sorted & distributed mail, emails, and faxes Assisted Director of Operations with administrative duties recruiting .
- Front Desk Operations Coordinated night operations for large ski resort with over 200 guest rooms and luxury condo units.
- Handled all front desk activities including guest checkin and financial transactions, resolved all guest issues and resort emergencies, ensured .
- Provide customers with service, Answering phone calls collecting payment.

Education

