



AMELIA MOORE



Front Desk Receptionist/Assistant II

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PROFESSIONAL SUMMARY

Dedicated professional with over 10 years of experience as a Front Desk Receptionist, adept at managing front office operations and delivering exceptional customer service. Skilled in handling multi-line phone systems, coordinating schedules, and maintaining a positive atmosphere. Passionate about enhancing client satisfaction and contributing to a seamless operational flow.

WORK EXPERIENCE



Front Desk Receptionist/Assistant II  May / 2019-Ongoing
Seaside Innovations  Santa Monica, CA

- 1. Supported 16 home design consultants across 13 satellite locations, ensuring seamless communication and operational efficiency.
- 2. Managed inbound and outbound calls on a multi-line phone system, directing inquiries to appropriate departments.
- 3. Coordinated supply orders for 13 office locations, ensuring timely availability of necessary materials.
- 4. Entered internet lead information into the database and maintained regular client updates.
- 5. Assisted sales consultants in providing accurate information to leads, enhancing the customer experience.
- 6. Prepared consultation information for new clients, facilitating informed decision-making.
- 7. Maintained inventory levels of office supplies, adhering to facility budget constraints.

Customer Service Representative  May / 2015-May / 2019
Lakeside Apparel Co  Chicago, IL

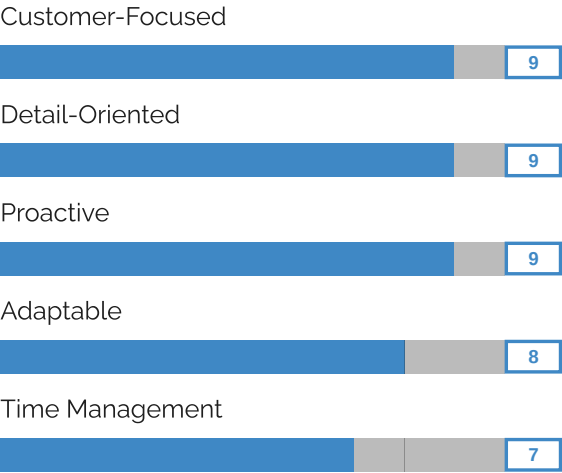
- 1. Reviewed voicemails regarding billing inquiries, ensuring timely follow-up with clients.
- 2. Updated client information to maintain accuracy and facilitate effective communication.
- 3. Monitored quality control and customer satisfaction records, identifying areas for improvement.
- 4. Effectively resolved customer challenges, maintaining high service standards.
- 5. Established and maintained organized property records, ensuring compliance with audit requirements.
- 6. Updated the Property Accountability Support System database for accurate account tracking.

EDUCATION


Associate of Applied Science in Business Administration  May / 2012 - May / 2015
Gateway Community College  Chicago, IL

Focused on administrative management and customer service excellence.





SKILLS



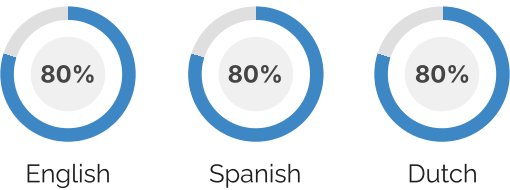
INTERESTS

-  Gaming
-  Fashion
-  Film
-  Technology



STRENGTHS

-  Fairness
-  Flexibility
-  Forward-thinking
-  Gratitude

LANGUAGES



ACHIEVEMENTS

-  Achieved a 95% customer satisfaction rating through effective communication and service delivery.
-  Streamlined office supply ordering process, reducing costs by 20% annually.