ROBERT SMITH

Head Receptionist/Representative

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SUMMARY

Focused on driving productivity by leveraging strong front office management skills. Enthusiastic with excellent people skills and dedicated work ethic. Enters orders and information quickly and accurately. Highly enthusiastic customer service professional with 6 years with people interface experience. Seeks a position of increased responsibility and authority.

CORE COMPETENCIES

Proficient in Microsoft Word, PowerPoint and Excel;.

PROFESSIONAL EXPERIENCE

Head Receptionist/Representative

HSBC Private Bank International - November 2014 – 2019

Key Deliverables:

- Handles the phones and the reception desk.
- Receives visitors and clients as prescribed by the Department Head and the Client Service Team Leader and Office Manager.
- Refers all incoming calls to the appropriate manager and returns calls as directed.
- Support and coordinate the needs of all managers by coordinating schedules, composing routing letters and memoranda, and replying to requests as directed, validating parking.
- Preform all other administrative duties, including filling, photocopying and organizing the work areas, ensuring the work areas are fully stocked a directed.
- Update spreadsheets or database to assist in the tracking of information.
- Prepares regular reports following established procedures such as calls reports, visit reports.

Head Receptionist

ABC Corporation - 2009 – 2014

Key Deliverables:

- Multi-line telephone system.
- Computer skills in Word, Excel and various software.
- Customer service.
- Copier, scanner and fax machine, including programming.
- Data entry.
- Customer payments.
- Connecting customers to the correct sales associates..

EDUCATION

- - (Hogar Escuela Mercedes Amiama Blandino)

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