



# SOPHIA BROWN

Sales Receptionist

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Los Angeles  
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## PROFESSIONAL SUMMARY

Dynamic professional with over 10 years of experience in front desk operations and customer service. Proven ability to manage high-volume calls, provide exceptional service, and maintain a welcoming environment for clients and visitors.

## WORK EXPERIENCE

Sales Receptionist/Analyst Jan / 2018-Ongoing  
Blue Sky Innovations Chicago, IL

- Managed a high-volume switchboard, efficiently directing calls and providing information to clients.
- Welcomed visitors, assessed their needs, and directed them to appropriate personnel or departments.
- Maintained a clean and organized reception area, enhancing the overall client experience.
- Coordinated office supply orders, ensuring timely delivery and inventory management.
- Conducted follow-up calls to clients, ensuring satisfaction and addressing any concerns.
- Trained new reception staff on office protocols and customer service standards.
- Implemented a digital filing system, improving data retrieval efficiency by 40%.

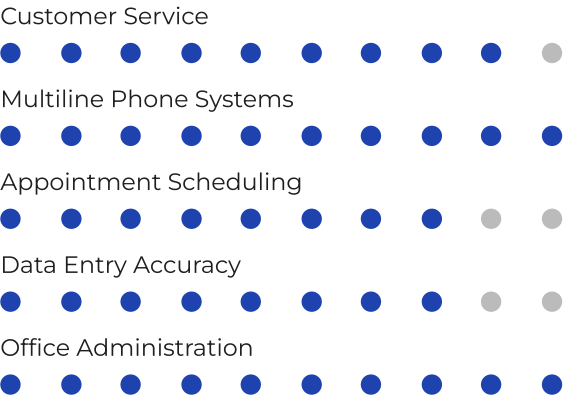
Sales Receptionist Jan / 2015-Jan / 2018  
Cactus Creek Solutions Phoenix, AZ

- Delivered outstanding customer service, resolving inquiries and issues promptly.
- Processed client registrations and maintained accurate records using CRM software.
- Handled over 300 incoming calls daily, ensuring effective communication and follow-up.
- Assisted in organizing company events, enhancing client engagement and satisfaction.
- Utilized Microsoft Office Suite for data management and reporting tasks.

## EDUCATION

Associate of Applied Science Jan / 2012-Jan / 2015  
City College Chicago, IL  
Focused on business administration and customer service skills.

## SKILLS



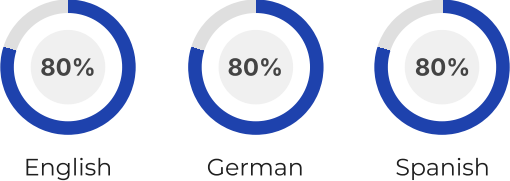
## INTERESTS



## STRENGTHS



## LANGUAGES



## ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating through effective communication and service.
- Streamlined appointment scheduling process, reducing wait times by 30%.