

DEALERSHIP RECEPTIONIST

1520 River Drive, Keokuk, IA 52632 • youremail@email.com • (319) 555-0198

Dedicated and professional receptionist with 6+ years of experience in automotive dealership environments, aiming to leverage extensive customer service and administrative skills at a successful car dealership. Known for maintaining professionalism and excellent communication. Committed to contributing to team success through hard work and a focus on building lasting relationships.

PROFESSIONAL EXPERIENCE

Front Desk Receptionist
KEOKUK AUTO SALES, Keokuk, IA
August 20XX–Present

- Welcome and assist an average of 50 customers daily, providing information and directing inquiries, ensuring a positive dealership experience
- Manage a multi-line telephone system, efficiently handling over 100 calls per day, screening, and routing calls with courtesy and accuracy
- Perform a variety of clerical duties including document preparation, data entry, and scheduling, supporting daily business operations
- Maintain a professional appearance and demeanor, contributing to a welcoming and friendly environment for both customers and staff

Customer Service Associate
RIVERSIDE MOTORS, Keokuk, IA
July 20XX–August 20XX

- Answered and managed 75+ incoming calls daily while providing basic information to clients and visitors, enhancing customer satisfaction through prompt service
- Supported sales staff by scheduling appointments and managing follow-up communications, increasing efficiency and customer retention
- Assisted with inventory control and updates to sales documentation, ensuring accuracy and timely availability of information
- Handled customer queries and provided timely resolution, achieving a customer satisfaction rate of over 90%

EDUCATION

SOUTHEASTERN COMMUNITY COLLEGE, Keokuk, IA
May 20XX
Associate Degree in Business Administration (Concentration: Finance)

ADDITIONAL SKILLS

Multi-line phone handling, clerical support, customer service, data entry, MS Office, CRM systems