




FRONT DESK RESUME

By Resume Genius

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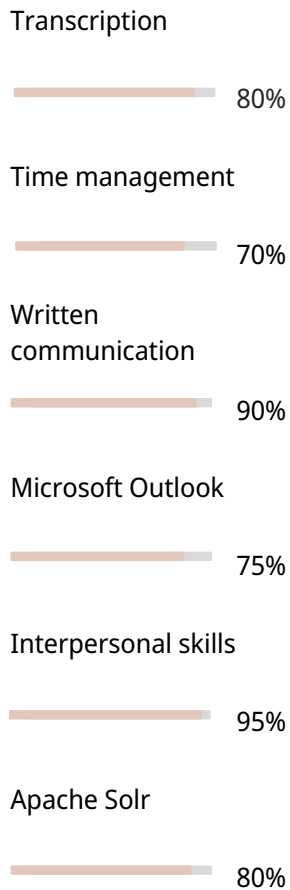
PROFESSIONAL PROFILE

Front Desk Specialist with 2+ years of experience supporting office operations and acting as the first point of contact for customers and clients. Graduated from the University of San Francisco with a B.A. in Business Administration, and hold a CAP qualification. Looking to apply my communication, time management, and people skills as a Front Desk Receptionist at Mallard's Technology Inc.

EDUCATION

UNIVERSITY OF SAN FRANCISCO, San Francisco, CA
Bachelor of Arts in Business Administration
May 20XX

ADDITIONAL SKILLS



PROFESSIONAL EXPERIENCE

FRONT DESK RECEPTIONIST

Fantasy Labs, San Francisco, CA | May 20XX - Present

- Receive 50+ calls per day and redirect them to the appropriate department
- Greet guests with a bright attitude, manage and maintain visitor management system and document accordingly
- Print out, checked, and sent out 20+ pieces of mail per day
- Reduce office supply expenses by 47% by developing a tool to track and compare prices from different suppliers

HOTEL FRONT DESK AGENT

Holiday Inn, San Francisco, CA | Aug 20XX - April 20XX

- Approached all encounters with guests in a friendly, efficient and service-oriented manner, contributing to a 20% increase in guest satisfaction that year
- Answered incoming calls and questions about guests' needs in-person and online regarding room bookings, room rates, amenities, available rooms, rewards programs, and special requests
- Handled cash and credit payments, adhering to the hotel's cash handling policy and PCI compliance
- Helped train 2 new front desk agents

AWARDS

Employee of the Month

20XX

Rookie of the Year

20XX