

Summary

Reliable and enthusiastic Front desk/receptionist with experience in reception, concierge and customer service areas. Skilled in customer engagement, problem resolution and various software operation. Known for remaining poised and calm in busy environments.

Skills

- Listening skills
  - Hospitality services
  - Administrative skills
  - Fluent in English and Spanish
  - Effective planning
- Appointment confirmation
  - Recordkeeping
  - Front office management
  - Team collaboration
  - Cash transactions

Experience

Receptionist/Front Desk Receptionist, 05/2020 to 06/2021

Children And Teen Dental Group – City, STATE

- Handled payment processing and provided customers with receipts and proper bills and change.
- Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
- Prepared daily shift close reports and balanced cash register to accurately reflect all transactions.
- Responded to inquiries and room requests made online, by phone or email.
- Signed for packages, recorded deliveries and distributed to personnel.
- Collaborated with housekeeping and maintenance staff to address and mitigate facility issues.
- Input customer data into reservation software and made immediate updates to reflect room changes.
- Checked and secured building areas during off-hours to prevent entry by unauthorized individuals.
- Scheduled and confirmed appointments.
- Answered and directed incoming calls using multi-line telephone system.
- Answered phone calls, provided information to callers and connected callers to appropriate people.
- Answered office phone and emails to schedule appointments, forward information and complete [Task].
- Greeted incoming patients and verified paperwork to manage smooth intake processes.
- Delivered administrative support to team members, including making copies, sending faxes, organizing documents and rearranging schedules.
- Pulled and organized requested documentation.
- Greeted visitors and directed them to appropriate areas, verifying reasons for visit and [Type] information.
- Maintained front office cleanliness and organized supplies to increase [Type] task productivity.
- Determined needs of visitors and provided information or solutions.
- Confirmed transactional data by verifying name and payment information and clearly communicating costs and fees to patrons.
- Reviewed safety, health and sanitation processes throughout areas and enforced rules to promote security and safety.
- Delivered key administrative support to coworkers, taking on additional tasks during peak times.
- Entered data in [Type] software to keep records of [Type] information.
- Screened and verified visitors for identification credentials and purpose of visit to maintain security of personnel and office environment.
- Managed more than [Number] incoming calls per day.
- Kept [Type] offices organized and well-stocked to maximize operational efficiency.
- Maintained office safety by screening visitors, updating logs and issuing temporary passes.
- Checked [Type] and [Type] documents for proper formatting, grammar and spelling with [Software].
- Trained [Number] employees on [Software] and answered employee technological questions.

Pox Department, 04/2017 to 05/2018

Stryker Solutions – City, STATE

- Maintained safe, organized store by keeping aisles free of merchandise and boxes.
- Conducted department walkthroughs to assess and remedy factors such as cleanliness, inadequate stock levels and poor merchandising.
- Trained and developed [Number] employees through constructive feedback and focus on long-term career growth.

Kitchen Crew Trainer, 06/2016 to 03/2017

McDonald's Restaurant – City, STATE

- Prepared variety of foods according to exact instructions and recipe specifications.
- Maintained clean and well-organized kitchen areas to promote efficiency.
- Kept dishware, glasses and utensils ready for all customer needs by quickly scraping, washing and restacking items.
- Loaded and unloaded dishwashers, washing by hand large pots or items used on continuous basis.
- Developed great team spirit with other personnel by pitching in and helping with task completion.
- Sanitized counters and wiped down surfaces following food preparation to prevent cross-contamination from raw meats.
- Restocked main kitchen areas with items from shelves, coolers and freezers.
- Observed food handling and sanitation procedures to safeguard against foodborne illnesses.
- Unboxed, stored and organized incoming kitchen supplies with every delivery.
- Replenished stations throughout restaurant, including cupboards, serving areas and salad bars to meet employee and customer demands.
- Restocked pantry with nonperishable food items to prevent stock from running low.
- Adjusted cooking methods and ingredients to accommodate dietary restrictions and allergies.
- Studied methods of coworkers, successfully learning kitchen and food service skills.
- Removed built-up waste and potential contaminants from waste receptacles, machinery and cooking equipment.
- Backed up kitchen team members during heavy work periods to maximize team coverage.
- Maintained order and cleanliness of work areas to conform with health codes.
- Monitored temperatures of prepared food and cold-storage areas.
- Adhered to food safety and sanitation protocols to reduce germ spread.
- Distributed food to service staff for prompt delivery to customers.
- Finished orders with cutlery, napkins and condiments.
- Helped management stay on top of supply needs by sharing information about low or spoiled inventory.
- Prepared workstations with ingredients and tools to increase efficiency.
- Restocked cupboards, refrigerators and service stations with new food items or supplies.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Demonstrated leadership by making improvements to work processes and helping to train others.
- Motivated and encouraged team members to communicate more openly and constructively with each other.
- Improved operations by working with team members and customers to find workable solutions.

Agricultural Field Worker, 01/2011 to 04/2016

Grimes Farm – City, STATE

- Assisted with [Type] harvest, including collecting, sorting and packing crops.
- Helped plant and tend to [Number] acres of [Type] crop to consistently bring in high yields and quality products.
- Planted [Type] seedlings on-time and with ideal practices to help farm achieve top-quality yields.
- Harvested [Type] crops by hand to avoid damage to delicate items.

Education and Training

Dental Assistant: 09/2018

Tampa Bay Dental School - Tampa, FL

- Completed coursework in dental assistant. But I have no experience in Dental Assistant.

GED: 05/2016

West Area Adult/Community School - Lakeland, FL