

JESSICA CLAIRE

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- 📍 100 Montgomery St. 10th Floor

SKILLS

- Customer Feedback
- Managing Operations and Efficiency
- Call Answering and Routing
- Customer Service
- Computer Proficiency
- Data Entry and Database Software
- Customer Complaint Resolution
- Greet Guests
- Positive Attitude and Energetic
- Visitor and Customer Relations
- Appointment Booking
- Critical Thinking
- Microsoft Outlook
- Email Software
- Patient Information Collection
- Microsoft Office
- Microsoft Windows
- Telephone Answering
- Administrative and Clerical Support
- Making Appointments
- Appointment Confirmation
- Active Listening
- Microsoft Excel
- Reminder Calls
- Speaking
- Documentation

EDUCATION

Oak Grove High School
Bessemer, AL • 05/2021
High School Diploma

PROFESSIONAL SUMMARY

Outgoing and friendly receptionist delivering customer service and administrative excellence, including clerical support and public interaction. Excels in calendar management, scheduling, data-entry and database administration.
Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level receptionist/management position. Ready to help team achieve company goals.

WORK HISTORY

Papa John's - Management
Ellicott City, MD • 07/2022 - Current

- Used time management and efficient cleaning methods to meet deadlines.
- Handled equipment, chemicals and materials properly and with caution.
- Worked on cleaning team to service hotels, offices and other commercial buildings.
- Maintained floor cleaning and waxing equipment.
- Created spotless surfaces by dusting, sweeping, vacuuming and mopping.
- Mopped hardwood, laminate, ceramic, vinyl, glass and wood surfaces.
- Emptied trashcans and transported waste to collection areas.
- Spot-cleaned stains and repaired scuffs or dings to maintain furniture and walls.
- Disinfected and mopped bathrooms to keep facilities sanitary and clean.
- Dusted picture frames and wall hangings with cloth.
- Trained new employees on departmental procedures and provided assistance in finding cleaning supplies.
- Exceeded client expectations to garner future services.
- Provided excellent house cleaning and maid services to clients.
- Collected payment for services rendered and provided client with billing receipts.

Education Realty Trust Inc. - Receptionist
Rockville, MD • 03/2022 - 09/2022

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Kept reception area clean and neat to give visitors positive first impression.
- Confirmed appointments, communicated with clients and updated client records.
- Answered central telephone system and directed calls accordingly.
- Responded to inquiries from callers seeking information.
- Answered phone promptly and directed incoming calls to correct offices.

Education Realty Trust Inc. - Receptionist
Rohnert Park, CA • 03/2020 - 03/2022

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Kept reception area clean and neat to give visitors positive first impression.
- Confirmed appointments, communicated with clients and updated client records.
- Answered central telephone system and directed calls accordingly.
- Managed multiple tasks and met time-sensitive deadlines.
- Answered phone promptly and directed incoming calls to correct offices.
- Scheduled and confirmed appointments and meetings for senior management team.
- Fielded phone calls from pet owners, answered questions and took messages for veterinarians.
- Answered owner animal health questions and advised on best care practices.
- Greeted pet parents with warm smile and pleasantly asked for sign-ins upon arrival.
- Cleaned and disinfected exam areas, surgical equipment and kennels to prevent diseases and control odors.
- Managed master calendar and scheduled appointments for providers based on optimal patient loads and clinician availability.

Education Realty Trust Inc. - Receptionist
San Pedro, CA • 05/2018 - 11/2019

- Fielded phone calls from pet owners, answered questions and took messages for veterinarians.
- Maintained office and waiting room, keeping common areas clean and tidy.
- Greeted pet parents with warm smile and pleasantly asked for sign-ins upon arrival.
- Cleaned and disinfected exam areas, surgical equipment and kennels to prevent diseases and control odors.
- Coordinated patient scheduling, check-in, check-out and payments for billing.
- Helped patients complete necessary medical forms and documentation.
- Delivered continuous focus and attention to lodged animals, promoting high level of care and oversight.
- Spoke to customers regarding lodging, grooming, daycare services and pricing and cross-sold additional items.
- Contributed to client retention by consistently providing outstanding customer service to both clients and pets.
- Handled administrative work such as answering telephones and scheduling appointments for visits.
- Met with clients to discuss cut and style preferences prior to caring for animals.