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| **Amy Atkinson** |
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| **Summary**  Remarkable Front Desk Receptionist providing superior level of customer service to guests and prospective guests. Proven ability to run Centre front desk, keep customers satisfied and resolve any conflicts that may arise. Technically-savvy, friendly, punctual, organised and always prepared for challenge.  Education  NFQ Level 8 : Human Resources, 2024  National College of Ireland - Dublin  QQI Level 5 : Commerce, 2021  Greenhills Community College - Dublin  QQI Level 5 : Payroll & Bookkeeping, 2017  Tallaght Training Centre - Cookstown, Tallaght   * Both in Manual & Computerised accounts. | **Experience**  Front Desk Receptionist, 09/2021 to Current  Tallaght Leisure Centre - Dublin, Ireland   * Provided bookkeeping of important files. * Addressed and welcomed hundreds of patrons to business per day. * Handled money for customers and visitors with 100% accuracy. * Maintained clean and orderly reception area to impress and welcome visitors. * Welcomed customers and members in friendly, positive manner. * Met incoming customers with professional approach and provided friendly, knowledgeable assistance. * Processed and distributed incoming correspondence to relevant staff, facilitating team communication. * Directed clerical tasks including copying, faxing and file management. * Answered and directed incoming calls to relevant staff members using multi-line telephone system. * Collaborated effectively with customers and staff to maintain smooth-running company operations.   Customer Service Representative, 09/2018 to 02/2021  CallPageboy Call Centre - Dublin, Ireland   * Addressed customer service enquiries quickly and accurately. * Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements. * Performed well at quality assurance evaluations by continuously actioning performance feedback to drive personal improvement. * Interacted with customers and retail buyers to expedite orders. * Developed empathetic client relationships and earned reputation for consistently exceeding sales goals. * Actively participated in internal committees and team building activities. * Cross-trained and supported team of customer service representatives. * Built rapport with customers through courteous and professional communications. * Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.   Front Desk Receptionist, 04/2018 to 09/2018  St. Dominics Community Response Project - Dublin, Ireland   * Managed multi-line switchboard for busy office and routed incoming calls to correct individuals. * Signed for packages addressed to organisation and distributed to appropriate personnel. * Planned itineraries for up to 20 guests daily. * Maintained clean and orderly reception area to impress and welcome visitors. * Welcomed guests and clients in friendly, positive manner. * Offered outstanding hospitality throughout client visits, aiding positive customer experiences and loyalty. * Met incoming customers with professional approach and provided friendly, knowledgeable assistance. * Organised and updated weekly schedules and monthly calendar obligations for various levels of management and junior staff. * Collaborated effectively with customers and staff to maintain smooth-running company operations.   Sales Assistant, 08/2017 to 12/2017  Argos - Dublin, Ireland   * Provided helpful, attentive sales support to generate positive customer feedback. * Promoted special offers and loyalty programmes with upselling skills. * Mentored new employees on customer care and EPOS operation. * Managed transactions with high accuracy to achieve smooth till reconciliations. * Maintained excellent visual merchandising standards by routinely cleaning and organising window and Point of Sale (POS) displays. * Liaised with customers to determine needs and provide recommendations. * Addressed and resolved complex customer complaints in a calm, efficient and friendly manner. * Encouraged add-on purchases by practicing rewarding upselling and cross-selling techniques.   **Skills**   |  |  | | --- | --- | | * Meeting arrangements * Effective planning * Appointment scheduling * Package and mail receipt * Cash transactions * Record-keeping * Office supplies ordering * Analytical mastery * Correspondence typing * Administrative skills * Hospitality services * Business operations understanding * Certified Microsoft Office Specialist | * Multi-line telephone skills * Interpersonal communications * Call handling * Shift scheduling software * Polite client care * Open and clear communicator * Data entry * Friendly customer service * Professional and smart presentation * Record-keeping and bookkeeping * Correspondence management * Meticulous and organised |   **Certifications**   * JAM Card Certified * Manual Handling certified |