

JN

# JIN NGUYEN

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## Resume Objective

Accomplished Receptionist with expertise in managing schedules, enhancing customer satisfaction, and improving operational efficiency. Proficient in Microsoft Office and event coordination, with a strong background in communication. Proven track record in boosting client relations through effective problem-solving and multitasking.

## Education

**Master of Arts:** Business Administration, 05/2022

**Springfield University** - Eastside, WA

**Bachelor of Arts:** Communication, 05/2020

**Springfield College** - Eastside, WA

## Skills

Customer relationship management



Event coordination



Multitasking



Communication skills



Time management



## Work History

**Receptionist**, 01/2024 to 12/2025

**Maple Leaf Hospitality** – Eastside, WA

- Managed schedule, improved efficiency by 20%
- Answered calls, enhanced client satisfaction 15%
- Organized events, increased participation 25%

**Front Desk Coordinator**, 01/2023 to 12/2023

**Greenfield Suites** – Eastside, WA

- Greeted guests, boosted reviews by 25%
- Scheduled meetings, increased bookings 10%
- Managed correspondence, cut response time 30%

## Accomplishments

- Developed a new client check-in system, cut wait time by 40%
- Designed guest feedback program, improved service by 30%