

# EMMA SMITH

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(123) 456-7890

## EDUCATION

### High School Diploma

Prospect High School,  
Chicago, IL,  
September 2015 - June 2019

## KEY SKILLS

- Strong organizational and time management skills
- Able to prioritize when faced with multiple demands
- ◆ Knowledge of MS Word, Outlook, Excel and PowerPoint
- Familiar with multi-line phone systems
- Fast and accurate typist at 90 WPM

## CERTIFICATIONS

- Microsoft Office Specialist in Word and Outlook

Professional and friendly front desk receptionist with nearly two years of professional experience. Proficient at administrative tasks, including maintaining the reception area, greeting guests, answering multi-line phone systems, and maintaining office equipment. Able to learn new software quickly and has expert skills in MS Word and Outlook.

## PROFESSIONAL EXPERIENCE

### Front Desk Receptionist

Maya Consulting Services, Chicago, IL | September 2019 - Present

- Greets clients with courtesy and announces their arrival to the necessary departments
- Handles incoming calls on a multi-line phone system and directs them to the correct staff member while answering general information questions as required
- Provides administrative support to the executive staff when needed, such as data entry, preparing correspondence and record-keeping
- Maintains lobby in a neat and organized fashion to ensure that clients are comfortable and feel welcomed
- Coordinates with the office manager to ensure office supplies are well stocked

### Summer Office Assistant

Family Dental Associates, Chicago, IL | June 2019 - September 2019

- Provided office support to the administrative staff by making copies, filing records and preparing patient charts for the day
- Answered phones when needed
- Assisted with data entry of patient information for accurate record-keeping