

**Mary Johnson**

456 Oak Avenue, Quezon City, Philippines

Phone: +63 987 654 3210 | Email: mary.johnson@email.com

---

**Professional Summary**

Dedicated and personable receptionist with over 4 years of experience providing excellent customer service and administrative support. Skilled in managing front desk operations, handling multi-line phone systems, and assisting with office tasks. Highly organized with strong multitasking abilities, ensuring smooth daily operations and a welcoming office environment.

---

**Skills**

- Front Desk Management
  - Customer Service Excellence
  - Telephone Systems Operation
  - MS Office Proficiency (Word, Excel, Outlook)
  - Appointment Scheduling
  - Data Entry and Filing
  - Mail and Package Handling
  - Time Management
  - Communication and Interpersonal Skills
  - Attention to Detail
- 

**Professional Experience****Receptionist**

Bright Horizons Clinic, Makati City, Philippines

**May 2020 – Present**

- Greeted patients and visitors, providing them with a warm welcome and directing them to the appropriate department.
- Managed multi-line phone systems, screened calls, and directed inquiries to the right personnel.
- Scheduled patient appointments and maintained an organized calendar for doctors and staff.
- Assisted in administrative tasks such as data entry, filing patient records, and preparing documents.

- Handled incoming mail and deliveries, ensuring timely distribution to staff members.
- Maintained a clean and organized reception area, ensuring a professional first impression.

**Front Desk Clerk**

CityView Hotel, Quezon City, Philippines

**March 2018 – April 2020**

- Provided top-notch customer service by greeting guests, processing check-ins and check-outs, and responding to guest inquiries.
- Assisted with reservations, managed bookings, and communicated with housekeeping to ensure guest satisfaction.
- Processed payments, managed billing issues, and ensured accurate records of transactions.
- Organized and maintained files, answered phone calls, and supported the hotel staff with administrative tasks.
- Resolved guest concerns efficiently and professionally, contributing to high customer satisfaction ratings.

---

**Education****Associate's Degree in Office Administration**

Philippine Business College, Quezon City

Graduated: 2017

---

**Certifications**

- Front Desk Management Certification – Office Professionals Training Institute (2019)
- Customer Service Excellence Workshop – Skills Development Center (2018)