

# Rami Shoula

Receptionist

## Profile

Hardworking and dedicated receptionist with over 15 years of experience providing integral office support in high volume client settings. Proficient and effective in creating schedules, making appointments, selling products, and providing clients with optimal customer service. Consistently commended for managing front desk settings with poise and grace — sometimes under pressure — in addition to managing a variety of administrative duties. Eager to join a new team of professionals and assist them in thriving with my characteristic passion and commitment to excellence.

## Employment History

### Receptionist, Alfred Young Design, San Francisco

November 2014 — August 2019

- Greeted clients and provided them with information and superior service.
- Handled calls, collected personal information and managed schedules to ensure all operations ran smoothly and seamlessly.
- Maintained accurate client records and provided lead designers with assistance that surpassed their expectations.
- Managed the office database, mail, payroll distribution, and the physical setting and logistics of the front office.

### Receptionist, Little Star Day Spa, Los Angeles

June 2003 — October 2014

- Answered phone calls, greeted clients, and handled all front desk responsibilities.
- Decorated the front reception area, contributing to the welcoming and peaceful environment of the spa.
- Handled spa orders, mail, and some accounting responsibilities.
- Provided clients and prospective clients with information regarding services, spa technology, and products offered.

## Education

### Associate of Communications, Pierce College, Los Angeles

August 2003 — May 2005

### High School Diploma, Maria Regina High School, Sherman Oaks

September 1999 — June 2003

## References

References available upon request

## Courses

## Details

[romioshoula@gmail.com](mailto:romioshoula@gmail.com)

## Skills

Helpful, Friendly and Accommodating demeanor

Multitasking Skills

Office Technology Skills

Payment, Billing and Scheduling Software

Bookkeeping Skills

Resourceful Problem-Solving Skills

## Languages

Italian

French

Spanish

# **Effective Business Communication, Pitman Training**

February 2016 — May 2016