

Cleo Swimby

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Work Experience

Receptionist/Administrator

The Fitness Hub Altham-Clayton le Moors

January 2020 to April 2024

- Delivered polite, professional customer service to enhance business reputation through positive first impressions.
- Welcomed guests and clients in friendly, positive manner.
- Filed and maintained invoices, customer records and other paperwork to facilitate ease of retrieval.
- Captured and processed client information, entering data into online systems for wider company use.
- Maintained clean and orderly reception area to impress and welcome visitors.
- Handled incoming telephone calls, taking accurate messages and relaying to personnel to support timely communication.

Receptionist

Hex piercing-Blackburn

September 2021 to December 2022

- Liaised with customers to determine needs, provide recommendations and upsell services.
- Kept sufficient inventory supply and stock on shelves and in storerooms.
- Received, processed and organised deliveries within tight deadlines.
- Maintained, clean, presentable and stunning product displays by conducting routine visual merchandising tasks and deep cleans.
- Went extra mile to locate merchandise for customers by researching and calling associated retail branches.
- Managed transactions with high accuracy to achieve smooth till reconciliations.

Education

A Level in Psychology sociology and criminology

Burnley College

September 2022 to June 2024

GCSE in • English 6 • Biology-6 • Chemistry-4 • Physics-5 • Religious Studies-6 • Art-7 • Geography-6

St Augustine's high school - Billington

September 2017 to July 2022

Skills

- Front Desk
- Schedule Management
- Data Entry
- Customer Service
- Inventory
- Billing
- Organizational Skills
- Microsoft Outlook