



# Ashley Clark

## Receptionist

### Skills

- Data entry
- Effective problem-solver
- Knowledge of office software, such as Microsoft Office or Google Suite
- Works well under pressure

### Work Experience

**October 2019 – present**

**KMH Hospitality Group, New York, NY**

Receptionist

- Assists with guest reservations at four fine dining restaurants
- Created a new scheduling platform that improved reservation efficiency and boosted guest satisfaction by 32% based on surveys
- Maintains office calendar for on-site and off-site meetings and events
- Manages all incoming and outbound correspondence by phone, email, text, fax, and courier
- Files and organizes vendor contracts and essential office paperwork
- Developed a Spanish phone system menu and online reservations platform

**June 2015 – October 2019**

**AmeriMedical Group, Philadelphia, PA**

Front Desk Agent

- Greeted and checked in an average of 35 to 40 patients per day
- Reduced paper waste by 17% by implementing digital systems for waivers and essential patient forms
- Scheduled and confirmed appointments via phone, email, and text
- Maintained physical and digital records, complying with the Health Insurance Portability and Accountability Act (HIPAA)
- Performed accurate data entry
- Maintained the patient waiting area and greeted patients

### Education History

**September 2011 – June 2015**

**Temple University, Philadelphia, PA**

Bachelor of Science (B.S.), Hospitality Management

### Certifications

- Microsoft Office Specialist, Microsoft, 2016
- Certified Business Officer, Management and Strategy Institute, 2020

Welcoming receptionist with more than six years of experience managing administrative affairs and front-desk tasks at a multi-location hospitality group and family medical office. Fluent in Spanish and a Certified Business Officer by the Management and Strategy Institute. Track record for efficient scheduling and spotless client satisfaction Surveys.



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