



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. Prioritizes guest and patient experience within fast-paced environments. Track record of efficient scheduling and spotless client satisfaction surveys. Fluent in Spanish and English.



(123) 456-7890



City, State Abbreviation Zip
code



email@example.com



LinkedIn | Portfolio

Jack Hall

Receptionist

Skills

- ◆ Bilingual communication: English and Spanish
- ◆ Customer service
- ◆ Data entry and management
- ◆ HIPAA compliance

Work Experience

October 2021 – present

KMH Hospitality Group, New York, NY

Receptionist

- ◆ Assist with more than 200 monthly 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
- ◆ Maintain office calendar for on-site and off-site meetings and events
- ◆ Manage all incoming and outgoing correspondence by phone, email, text, fax, and courier
- ◆ File and organize vendor contracts and essential office paperwork
- ◆ Increased booking for Spanish-speaking guests by 27% with the development of a Spanish phone system menu and online reservations platform

June 2017 – October 2021

AmeriMedical Group, Philadelphia, PA

Front Desk Agent

- ◆ Greeted and checked in an average of 35 to 40 patients per day
- ◆ Scheduled and confirmed appointments via phone, email, and text
- ◆ Maintained physical and digital records in compliance with HIPAA
- ◆ Reduced paper waste by 17% through the implementation of digital systems for waivers and essential patient forms

Education History

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