



Joyce Diaz

Lead Receptionist

Skills

- Attention to detail
- Effective communication
- Employee onboarding
- Initiative and innovation

Work Experience

June 2019 – present

California College of the Performing Arts, Los Angeles, CA

Lead Receptionist

- Lead and supervise reception and mailroom teams with a focus on collaboration and service quality
- Liaise with internal college departments to ensure efficient communication
- Reduced visitor wait times by 30% as a result of streamlining front office check-in procedures
- Coordinate monthly work schedules for more than 22 staff members to optimize coverage and office operation
- Facilitate over 300 annual reservations in spaces available across campus

July 2013 – May 2019

HelloFresh, Los Angeles, CA

Receptionist

- Served as first point of contact for visitors and employees while managing phone calls, appointments, and staff meetings
- Onboarded more than 250 new employees, providing information on HelloFresh standards and role-specific expectations
- Managed office deliveries by ensuring the timely and accurate distribution of packages
- Organized more than 20 annual employee events focused on maintaining high staff morale

Education History

September 2014 – June 2018

University of California Los Angeles, Los Angeles, CA

Bachelor of Science (B.S.) in Business Administration

Certifications

- Microsoft 365 Certified, Microsoft, 2020
- Certified Administrative Professional, International Association of Administrative Professionals, 2017

Experienced lead receptionist with more than a decade working in an administrative capacity. Proven ability to enhance operational efficiency through office procedure optimization and strategic scheduling. Prioritizes a cohesive work environment through effective onboarding. Team player who works with college staff to provide administrative support across departments.



(123) 456-7890



City, State Abbreviation Zip code



email@example.com



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