



KEVIN MORRISON

Beginner Front Desk Receptionist

CONTACT



(123) 456-7890



email@example.com



Boston, MA 12345



LinkedIn

KEY SKILLS

- Appointment scheduling
- Customer service
- Office administration
- Team collaboration
- Time management

EDUCATION

Associate of Applied Science in Office Administration, HOUSTON COMMUNITY COLLEGE, Houston, TX, May 2018

Bachelor of Business Administration, UNIVERSITY OF MICHIGAN, Ann Arbor, MI, December 2019

Bachelor's Degree in Hospitality Management, CORNELL UNIVERSITY, Ithaca, NY, May 2020

ABOUT ME

Front desk supervisor with a strong background in office administration and hospitality management. Proven record in managing front desk operations, including call management, appointment scheduling, and administrative tasks, focusing on efficiency and organization. It is recognized for implementing systems that raise productivity and for solid customer service and organizational skills.

PROFESSIONAL EXPERIENCE

Front Desk Supervisor

Robert Half International, Houston, TX | January 2020 to present

- Supervise a team of five receptionists, ensuring efficient handling of all front desk operations, including call management, appointment scheduling, and administrative tasks.
- Implemented a new appointment scheduling system that raised efficiency by 30% and reduced scheduling errors
- Launched a training program for new receptionists, improving team productivity by 20%

Front Desk Receptionist

Kelly Services, Ann Arbor, MI | June 2018 to December 2019

- Managed all incoming calls, efficiently redirecting them to appropriate departments and handling inquiries
- Coordinated appointments and schedules for executives, ensuring smooth operations and minimal scheduling conflicts
- Handled various administrative tasks, including mail distribution, office supply maintenance, and record-keeping, contributing to an organized and efficient office environment

CERTIFICATIONS

- Certified Administrative Professional (CAP), International Association of Administrative Professionals (IAAP)
- Microsoft Office Specialist (MOS), Microsoft
- Certified Professional Secretary (CPS), Professional Secretaries International (PSI)