

# Robert Smith

## Front Desk Receptionist

### CONTACT DETAILS

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### PERSONAL STATEMENT

10+ years of experience as a Front Desk Receptionist. Hardworking, honest and dedicated individual with eight years of customer service experience. Able to handle a high volume of customer calls in a fast paced environment, with minimum supervision, and maintaining a high quality of personalized interaction.

### WORK EXPERIENCE

#### *Front Desk Receptionist*

**ABC Corporation - January 2016 - Present**

##### *Responsibilities:*

- Making sure the front office and tranquility room are neat and organized at all times.
- At the top of every hour I make sure linen closet was full, linen basket empty, hot towels were always made, restrooms were clean, and that clients medical chart was filled back in order.
- Receiving calls to make appointments for members and nonmembers with the best customer service and professionalism every time.
- During each call with a nonmember, I strived to get the most information as possible so upon arrival, we had created a level of comfort with the client and constructed a solid pitch to sign up the guest to a monthly membership.
- Every day as part of the clinic operations I made calls to confirm the following days appointments, calls to members who needed to update the credit card on file for billing, and calls to members whose billing went thru that day and offer to book a future appointment.
- As part of closing duties, I made sure all clients were properly checked out, all totals were saved and that the register was even.
- Furthermore, I made sure trash is out, those medical charts were pulled for the first 3 hours of the following day, and that product was filled for it to be ready for our LMTs.

#### *Youth Coleader*

**ABC Corporation - May 2009 - December 2015**

##### *Responsibilities:*

- Work with staff as necessary to ensure and maintain a safe family environment for all.
- Outreach to youth with the youth power group (YPG); and encourage a way to grow together in an exciting and productive way to successful adults.
- Organized large group events to integrate youth group and community.
- Collaborated with youth pastors of other churches to renovate an old church building into a new community-wide youth center.
- Led Summer camps for children with mentally and behaviorally challenges within the orphanages.
- Addressed maladaptive behavior issues.
- Raised and managed funds for use in outreach and Youth Group events.

### SKILLS

Bilingual In Spanish, Well Versed In Microsoft Word, Excel, Customer Service, Social Communications, Adaptability, Teamwork, A Year In Portuguese, 35 Wpm, Creative Problem Solver, and Quick Learner.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## Education

HS- (Cedar Ridge High School - Round Rock, TX)General Studies -  
(Nottingham High School - Hamilton, NJ)