

ROBERT SMITH

Front Desk Receptionist

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8 years of experience as a Front Desk Receptionist. Client-focused customer service while overseeing many other projects and working efficiently. Seeking a role of increased responsibility and authority.

SEPTEMBER 2011 - APRIL 2016

FRONT DESK RECEPTIONIST - ABC CORPORATION

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.
- Assisted clients over the phone regarding office operations, product, promotions, and orders.
- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Investigated and analyzed client complaints to identify and resolve issues.
- Administration answered multiple phone lines, transferred calls to corresponding departments, filed patient records and billed accordingly.
- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within a high-volume environment.
- Database maintenance assisted in the managing of the company database and verified, edited and modified members information.

NOVEMBER 2008 - AUGUST 2011

BRAND REPRESENTATIVE - ABC CORPORATION

- Greeted customers upon entrance and handled all cash and credit transactions.
- Operated a cash register to process cash, check and credit card transactions.
- Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices.
- Provided world class customer service by using people skills to build quality relationships with customers, prioritize customer requests, recommend alternate options to customers, and communicate sales within the store.
- Maintained the sales floor and presentation standards, and upheld the companys brand.
- Completed sales through register usage and ordering in store, and assisted with store marketing and visual displays.
- Held knowledge of the stores daily sales plans and conversion rates to push and reach the stores goals.

EDUCATION

Associate Of Applied Science in Psychology - August 2011(Tulsa Community College)Bachelor Of Arts in Human Services Counseling - (Eastern Oklahoma State College Campus) - (East Central University)

SKILLS

Microsoft Office, Microsoft Excel, Customer Service, Call Center Experience, Management, and Multi-Line Phone System.