

AVERY JONES

Sometown, IA 57000

(555) 555-5555 | someone@somedomain.com | LinkedIn URL

Diligent, Reliable and Friendly Receptionist

Customer Service Expert | MS Office "Power User" | Professional At All Times | Positive Attitude

OFFICE AND COMPUTER SKILLS

Office Skills:

Telephone & Front Desk Reception, Customer Service, Filing, Database & Records Management, Executive & Administrative Support, Reports & Spreadsheets, Complaint Handling, Data Entry (75 WPM)

Computer Skills:

Word, Excel, PowerPoint, Access, Visio, Outlook, Windows Vista/XP, Social Media Management (Facebook, Twitter, Instagram, Pinterest, LinkedIn)

PROFESSIONAL EXPERIENCE

XYZ CORPORATION, Sometown, IA

Receptionist, 3/15 to Present

Excel at handling a variety of customer service and administrative tasks and resolve customer issues with expediency.

- Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers, researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.
- Led "cleanup" of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.
- Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.

2007-2008

ABC college, Sometown, IA

Receptionist, 3/07 to 2/15

Served as first point of contact for students, faculty and staff calling or visiting the main office.

- Operated campus switchboard and provided prompt, courteous and knowledgeable assistance.
- Transformed previously manual processes relating to vendor/supplier records into an efficient, computerized system.
- Exposed overcharges and double billing to recover \$5,000 in erroneous payments and prevent their recurrence.

EDUCATION

Sometown, IA

SOMETOWN COMMUNITY COLLEGE

AS in Business

- *"Avery is a first-rate administrative support professional...excels in organizing our busy office... ensures all of our customers' needs are taken care of...truly an exceptional employee..."* -- Excerpts from 2010 Performance Review