

JESSICA LANG

San Diego, CA 12345 | (123) 456-7890 | email@example.com | LinkedIn

Organized front desk receptionist with a Bachelor of Business Administration and an Associate of Applied Science in Office Administration. Proven experience managing office schedules, handling communication, and maintaining office supplies, with a record of improving office efficiency and reducing costs. Certified as an Administrative Professional and Professional Secretary.

KEY SKILLS

- Basic accounting
- Customer service
- Microsoft Office Suite
- Task prioritization

PROFESSIONAL EXPERIENCE

Front Desk Receptionist | January 2020 to present

Robert Half International, Houston, TX

- Manage a high volume of incoming calls while handling in-person inquiries from clients and colleagues; known for maintaining a calm and courteous demeanor
- Streamlined office operations by effectively scheduling appointments, meetings, and conferences, increasing office efficiency by 20%
- Established a new inventory management system for office supplies, reducing costs by 15%

Office Administrator | May 2018 to December 2019

Kelly Services, Gainesville, Florida

- Managed all office communication, including answering phone calls, responding to emails, and greeting visitors, improving customer satisfaction by 30%
- Helped prepare regularly scheduled reports, demonstrating proficiency in Microsoft Office Suite
- Handled basic accounting tasks, including managing petty cash, processing invoices, and preparing expense reports

EDUCATION

Associate of Applied Science in Office Administration
HOUSTON COMMUNITY COLLEGE, Houston, Texas, Graduation: May 2018

Bachelor of Business Administration
UNIVERSITY OF FLORIDA, Gainesville, Florida, Graduation: December 2019

Diploma in Office Administration
CENTENNIAL COLLEGE, Toronto, Ontario, Graduation: April 2020

PROFESSIONAL DEVELOPMENT

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