

AC

ASHLEY CLARK

Welcoming receptionist with more than six years of experience managing administrative affairs and front desk tasks at a multi-location hospitality group and family medical office. Fluent in Spanish and a Certified Business Officer by the Management and Strategy institute. Track record for efficient scheduling and spotless client satisfaction survey.

Contact

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 Minneapolis, MN 12345

Key skills

- Data entry
- Effective problem-solver
- Knowledge of office software, such as Microsoft Office or Google Suite
- Works well under pressure

Education

- Bachelor of Science (B.S.), Hospitality Management |

Temple University, Philadelphia, PA

September 2011 – June 2015

Professional Experience

RECEPTIONIST | KMH HOSPITALITY GROUP, NEW YORK, NY

OCTOBER 2019 – PRESENT

- Assists with guest reservations at four fine dining restaurants
Created a new scheduling platform that improved reservation efficiency and boosted guest satisfaction by 32% based on surveys
- Maintains office calendar for on-site and off-site meetings and events
- Manages all incoming and outbound correspondence by phone, email, text, fax, and courier
- Files and organizes vendor contracts and essential office paperwork
- Developed a Spanish phone system menu and online reservations platform

FRONT DESK AGENT | AMERIMEDICAL GROUP, PHILADELPHIA, PA

JUNE 2015 – OCTOBER 2019

- Greeted and checked in an average of 35 to 40 patients per day
Reduced paper waste by 17% by implementing digital systems for waivers and essential patient forms
- Scheduled and confirmed appointments via phone, email, and text
Maintained physical and digital records, complying with the Health Insurance Portability and Accountability Act (HIPAA)
- Performed accurate data entry
- Maintained the patient waiting area and greeted patients

Certifications

- Microsoft Office Specialist, Microsoft, 2016
- Certified Business Officer, Management and Strategy Institute, 2020