




# JACK HALL

Receptionist

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. Prioritizes guest and patient experience within fast-paced environments. Track record of efficient scheduling and spotless client satisfaction surveys. Fluent in Spanish and English.

## CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 Minneapolis, MN 12345

## KEY SKILLS

- Bilingual communication: English and Spanish
- Customer Service
- Data Entry and Management
- HIPAA Compliance

## PROFESSIONAL EXPERIENCE

October 2021 – present

**KMH Hospitality Group** | New York, NY

- Assist with more than 200 monthly 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
- Maintain office calendar for on-site and off-site meetings and events
- Manage all incoming and outgoing correspondence by phone, email, text, fax, and courier
- File and organize vendor contracts and essential office paperwork
- Increased booking for Spanish-speaking guests by 27% with the development of a Spanish phone system menu and online reservations platform

JULY 2016 – JANUARY 2019

**AmeriMedical Group** | Philadelphia, PA

- Greeted and checked in an average of 35 to 40 patients per day
- Scheduled and confirmed appointments via phone, email, and text
- Maintained physical and digital records in compliance with HIPAA
- Reduced paper waste by 17% through the implementation of digital systems for waivers and essential patient forms

## EDUCATION

**Bachelor of Science (B.S.), Hospitality Management**

Temple University, Philadelphia, PA | June 2015

## CERTIFICATIONS

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