





JOYCE DIAZ


Lead Receptionist


Experienced lead receptionist with more than a decade working in an administrative capacity. Proven ability to enhance operational efficiency through office procedure optimization and strategic scheduling. Prioritizes a cohesive work environment through effective onboarding. Team player who works with college staff to provide administrative support across departments.

CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 Los Angeles, CA 12345

EDUCATION

Bachelor of Science (B.S.) in Business
Administration

University of California Los Angeles, Los
Angeles, CA September 2014 – June 2018

SKILLS

- Attention to detail
- Effective communication
- Employee onboarding
- Initiative and innovation

PROFESSIONAL EXPERIENCE

Lead Receptionist | June 2019 – present

California College of the Performing Arts, Los Angeles, CA

- Lead and supervise reception and mailroom teams with a focus on collaboration and service quality
- Liaise with internal college departments to ensure efficient communication
- Reduced visitor wait times by 30% as a result of streamlining front office check-in procedures
- Coordinate monthly work schedules for more than 22 staff members to optimize coverage and office operation
- Facilitate over 300 annual reservations in spaces available across campus

Receptionist | July 2013 – May 2019

HelloFresh, Los Angeles, CA

- Served as first point of contact for visitors and employees while managing phone calls, appointments, and staff meetings
- Onboarded more than 250 new employees, providing information on HelloFresh standards and role-specific expectations
- Managed office deliveries by ensuring the timely and accurate distribution of packages
- Organized more than 20 annual employee events focused on maintaining high staff morale

CERTIFICATIONS

- Microsoft 365 Certified, Microsoft, 2020
- Certified Administrative Professional, International Association of Administrative Professionals, 2017