



Jessica Lang

Front Desk Receptionist

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.

CONTACT



(123) 456-7890



email@example.com



LinkedIn



San Diego, CA 12345

EDUCATION

Associate of Applied Science in
Office Administration
Houston Community College,
Houston, Texas
May 2018

Bachelor of Business Administration
University of Florida, Gainesville,
Florida
December 2019

Diploma in Office Administration
Centennial College, Toronto, Ontario
April 2020

KEY SKILLS

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

PROFESSIONAL EXPERIENCE

Front Desk Receptionist | Robert Half International, Houston, TX
January 2020

- 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 | Kelly Services, Gainesville, Florida
March 2018 - December 2019

- 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

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)