

Liam Thompson

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Profile

I am a receptionist supervisor with over six years of experience managing front-desk teams in fast-paced environments. I excel at training staff, coordinating schedules, and enhancing customer satisfaction.

Professional Experience

Receptionist Supervisor | Global Business Corp | Philadelphia, PA **October 2021 – Present**

- Supervised a team of 22 reception staff, reducing visitor wait times by 30% through streamlined check-in procedures.
- Coordinated scheduling and managed high-volume communications across departments

Lead Receptionist | Corporate Office | Philadelphia, PA **July 2013 – May 2019**

- Managed daily operations and trained new receptionists, improving customer service ratings by 25%

Key Skills

- Team supervision
- Schedule coordination
- Customer service
- Process improvement

Education

Bachelor of Science in Business Administration **May 2013**

New York University, New York, NY