

Shirley Nelson

Front Desk Receptionist

Recent grad with two summers of front-of-house experience in a hotel and a dental office. Friendly on the phone, fast on a keyboard, and used to handling check-ins, calendars, and small cash drawers without supervision.

EDUCATION



B.A. in Communication, Boise State University, 2024

CPR & First Aid Certified, American Red Cross, 2024

KEY SKILLS



- Microsoft Office (Word, Excel, Outlook)
- Google Workspace
- Cloudbeds, Dentrix
- Multi-line phone etiquette
- Appointment scheduling & confirmations
- Cash & card reconciliation
- Guest check-in/check-out
- Typing 72 WPM
- Conversational German

PROFESSIONAL EXPERIENCE



Front Desk Agent (Seasonal) | Sawtooth River Lodge, Stanley, ID | Summer 2023, Summer 2024, Summer 2023, Summer 2024

- Checked in 40-60 guests per evening shift, ran credit card auths, and balanced a nightly drawer averaging \$2,300.
- Answered the main line and routed calls for housekeeping, maintenance, and the on-site restaurant.
- Took breakfast and shuttle reservations in Cloudbeds and reduced double-bookings to roughly one a week.
- Helped translate basic German for two regular tour groups and built a small phrase sheet for the next shift.

Office Assistant (Part-Time) | Cedar Ridge Dental, Boise, ID | 2022 to 2023, 2022 – 2023

- Greeted patients, confirmed next-day appointments by text, and cut no-shows from 14% to about 8%.
- Scanned and filed insurance cards and IDs into Dentrix for around 35 patients per day.
- Restocked the lobby coffee bar and kept the waiting area tidy between rushes.