

Thomas Moore

Front Desk Receptionist

Senior front desk receptionist with 11 years across corporate, legal, and architecture firms. Runs front-of-house for buildings with 200+ staff and 50+ daily visitors, manages vendor and badge access, and trains junior receptionists across multiple floors.

CONTACT INFORMATION

-  (612) 555-0188
-  adaeze.okafor@email.com
-  Minneapolis, MN 12345

EDUCATION

- A.A.S. in Office Administration, Minneapolis Community and Technical College, 2012
- Notary Public, State of Minnesota, renewed 2024
- Envoy Visitor Management Certified, 2022

KEY SKILLS

- Envoy, Proxyclick visitor management
- Microsoft 365, Concur, Redtail CRM
- Conference room & AV coordination
- Vendor & courier management
- Travel booking and expense reconciliation
- Notary public services
- Front desk staff scheduling & training
- Executive calendar support
- Confidentiality & NDA handling
- De-escalation with upset visitors
- Light bookkeeping (deposits, POs)

PROFESSIONAL EXPERIENCE

Lead Receptionist | Northwind Architecture Partners, Minneapolis, MN | 2020 to Present

- Run reception for a 14-story office with 60-75 daily visitors, contractors, and client deliveries.
- Coordinate badge access and visitor pre-registration in Envoy for an average of 1,420 check-ins per month.
- Manage the firm's conference center: 9 rooms, 3 video walls, and catering for partner meetings up to 40 people.
- Trained and scheduled 4 floor receptionists and built a coverage plan that eliminated uncovered breaks.
- Negotiated a new courier contract that trimmed monthly delivery spend by about \$640.

Corporate Receptionist | Halcyon Wealth Advisors, Saint Paul, MN | 2016 to 2020

- Greeted high-net-worth clients and prepared private meeting rooms with refreshments and signed NDAs.
- Booked travel for 7 advisors through Concur and reconciled monthly expense reports against AmEx statements.
- Maintained a CRM contact list of roughly 3,200 clients and prospects in Redtail.
- Wrote the front desk procedures binder still used for onboarding new hires.
- Covered light bookkeeping: logged checks, prepared deposits, and matched invoices to POs.

Legal Receptionist | Pemberton Sloan Trial Group, Rochester, MN | 2013 to 2016

- Operated a 12-line phone system for 22 attorneys and routed urgent court calls within two rings.
- Scheduled depositions, court reporters, and interpreters across three time zones.
- Processed certified mail and served as the notary on file for client signings (about 18 a month).
- Trained two part-time relief receptionists on conflict-check intake and call screening.

Receptionist | Greenline Staffing Agency, Duluth, MN | 2012 to 2013

- Checked in walk-in candidates, ran background-check paperwork, and routed resumes to four recruiters.
- Answered around 120 calls per day during peak hiring season for warehouse and clerical roles.

- Kept the front lobby stocked with applications in English, Spanish, and Hmong.