



JAYLEN BROOKS

CONTACT INFORMATION



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Tucson, AZ

KEY SKILLS

- Multi-line phone (up to 4 lines)
- Dentrix and Google Calendar
- Microsoft Word, Excel, Outlook
- Cash handling and card payments
- Appointment scheduling
- Customer service
- Typing 62 WPM
- Basic Spanish
- Filing and data entry

ABOUT ME

Recent graduate looking for a front-desk receptionist role. Two years of part-time customer service experience answering phones, scheduling appointments, and handling walk-ins. Friendly, on time, and quick to pick up new software.

PROFESSIONAL EXPERIENCE

Front Desk Associate (Part-Time)

Sunridge Family Dental, Tucson, AZ | February 2023 - Present

- Check in 35-45 patients each shift and confirm insurance details in Dentrix
- Answer a 4-line phone and book cleanings, fillings, and emergency visits
- Collect payments and run end-of-day reports averaging \$4,200 in card transactions
- Restock intake forms, sanitize the lobby between visitors, and keep the waiting area tidy

Cashier

Saguaro Market, Tucson, AZ | June 2022 - January 2023

- Rang up 100+ customers per shift and handled returns at the customer service counter
- Counted the drawer at open and close, balancing within \$2 most days
- Covered phones, paged managers, and helped customers find items on the floor

EDUCATION

Associate of Arts, Business Administration

Pima Community College | May 2024

- Customer Service Professional Certificate, HRDQ, 2023