**Your Full Name**

**Address, Town IA 57000**

**City, state**

**Contact Number: (555) 555-5555**

**Email:** [**email@example.com**](mailto:email@example.com)

**Receptionist**

* Customer Service Expert
* MS Office “Power User”
* Adept Written/Verbal Communicator

**Key Skills**

**Office Skills:**

* Telephone & Front Desk Reception
* Customer Service
* Filing Database & Records Management
* Executive & Administrative Support Reports & Spreadsheets
* Complaint Handling
* Data Entry (75 WPM)

**Computer Skills:**

* Word
* Excel
* PowerPoint
* Access
* Visio
* Outlook
* Windows Vista/XP

**Professional Experience**

**XYZ Corporation (Town, IA)**

**Receptionist, 3/05 to 8/09**

* Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
* Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.
* Led “cleanup” of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.
* Consistently praised by management for the quality and timeliness of reports, attention to detail exemplary customer service delivery and team-player attitude.
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**Town Community College (Town, IA)**

**Receptionist, 3/04 to 2/05**

* Served as first point of contact for students, faculty and staff calling or visiting the main administrative office. Efficiently operated campus switchboard and provided prompt, courteous and knowledgeable assistance.
* Transformed previously manual processes relating to vendor/supplier records into an efficient computerized system. Efforts exposed overcharges and double billing to recover $5,000 in erroneous payments and prevent their recurrence.
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**Education**

Town Community College (Town, IA)

* AS in Business, 2010

“Avery is a first-rate administrative support professional…excels in organizing our busy office… ensures all of our customers’ needs are taken care of…truly an exceptional employee…”

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