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## **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/X

## **PROFESSIONAL EXPERIENCE**

XYZ CORPORATION (Sometown, 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.

SOMETOWN COMMUNITY COLLEGE (Sometown, 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.

## **EDUCATION**

SOMETOWN COMMUNITY COLLEGE (Sometown, IA) AS in Business, 2004

## **ADDITIONAL INFORMATION**

“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...” — Excerpts from 2008 Performance Review