

Actively seeking a position as a

— RECEPTIONIST —

with an organization in need of a professional with advance communication and client relations background...accompanied with multi-tasking and troubleshooting management skills

Highly-motivated, solutions-focused professional with extensive experience in all facets of reception, administrative and customer service management across diverse industries. Combine sound time- and resource-management skills to implement strategic administrative and operational initiatives to enhance productivity, quality, client service, and overall bottom line performance.

CORE COMPETENCIES

- Exceptional interpersonal and communication skills with proficiency to promote confidence and build and maintain strategic business/client relationships, while interfacing positively with people of diverse backgrounds.
- Ability to manage multiple tasks without compromise to quality or productivity.
- Ability to handle confidential/secure information.
- Sound organizational skills achieving results that surpass company goals and objectives.

PROFESSIONAL EXPERIENCE

Receptionist: All State Career Baltimore, MD **January 2006-Present**

- Proven track record within all facets of receptionist/telephonist procedures when interfacing with students and guests to meet/greet and respond to their needs, while optimizing overall corporate image through professionalism and outstanding customer service
- Handles payments including cash, credit, check, money order as well as coordinating general administrative functions including mail distribution, data copying, and creating letters, memos, and other related documents
- Maintains and secures organization front desk area including filing of student files

Prince Change Team Member/Competitive Shopper/Ad Set, Ad Prep.:

Target Middle River, MD

June 2005-August 2006

- Handled price changing and ensure product clearance as well to ensuring accurate inventory and price monitoring
- Monitored and ensured price competitiveness in comparison to Wal-Mart's utilizing PDA

Receptionist: LN Nails and Tan Baltimore, MD **January-April 2005**

- Handled increasingly responsible tasks as a Receptionist including salon and equipment cleaning, washing of towels, pedicures, and assisted customers in using/operating the tanning beds
- Coordinated and confirmed appointments while maintaining high-end customer service to ensure customer satisfaction and retention, and encourage word-of-mouth referrals

Receptionist: Wireless & More Dundalk, MD **August 2004-June 2005**

- Provided strategic customer relationship management techniques to maintain client satisfaction, retention and ongoing business; administers store cleaning, opening and closing, shelves stocking, and ensure sales generation through selling of cell phones and plans

Cashier/Sales Associate/Sales Coordinator: Wal-Mart Baltimore, MD **May-August 2004**

- Provided sales, store management, and customer service towards the achieving of company objectives

Cashier: Wireless & More Dundalk, MD **January 2003-May 2004**

- Monitored sales, customer service, and stocking goods

EDUCATIONAL BACKGROUND

Associates Degree: Community College Of Baltimore County – Dundalk
Baltimore, MD

Expected Graduation Date: 2008

~ 90 Hours Certificate in Early Childhood Education ~