

Charlotte Johnson

Receptionist

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With half a decade of experience in hospitality and corporate reception, I bring a commitment to ensuring smooth operations and memorable client interactions. Eager to bring my unique blend of organizational prowess and interpersonal strengths to organizations, to further elevate client experiences.

EXPERIENCE

Perusia Hotels and Resorts

September 2020 to Present

Front Desk Agent

- Greet visitors warmly and efficiently handle their check-in process.
- Oversee advance reservations and adeptly manage on-the-spot bookings and cancellations.
- Field phone calls, logging them accurately, and directing them to the relevant departments.
- Organize housekeeping and parking staff rosters to ensure smooth operations.
- Generate daily reports using the PowerPlus Database Management System.

Excel Corp Ltd

June 2018 to August 2020

Receptionist

- Efficiently directed incoming calls and emails to the relevant departments.
- Warmly greeted office guests and arranged necessary amenities for their comfort.
- Oversaw inventory management and ensured optimal supplies.
- Processed purchase orders and coordinated with the delivery team.
- Supported HR in recruitment and streamlined onboarding, ensuring all documentation was organized.
- Strategically scheduled shifts for junior staff, ensuring continuous coverage and maintaining service standards.

EDUCATION

Puertan High City College

July 2015 to June 2018

Bachelor of Arts in Public Relations

Secured a GPA of 3.12

Majors: Hotel Front Office Management

Distance Learning Credits: Complaints addressing and client satisfaction; Efficient data handling

ADDITIONAL SKILLS

Computer Skills

Word, Excel, PowerPoint, Access, Visio, Outlook, Windows Vista/XP, ProData Reader Software

Office Skills

Reception (Reception and Front Desk), Customer Care, Maintaining Database & Records, Executive Support, Reports & Spreadsheets, Complaint Addressal, Typing Speed (82 WPM)

CERTIFICATIONS

- Certified Professional Receptionist (CPR) – American Receptionist Association
- Microsoft Office Specialist Certification

AWARDS & HONORS

- 'Employee of the Month' at Perusia Hotels, September 2022
- 'Best Front Desk Associate' at Excel Corp, November 2019

AFFILIATIONS

- Board Panelist of the **National School of Business Arts** for the annual selection of receptionist training aspirants (2013-Present)
- Active Member of the **International Association of Administrative Professionals** (2010-2012)
- Active Member of the **Tri Star Hotel Chain Care Committee** comprising Hyatt, Trident, and Pacific High (2012-Present)

LANGUAGES

English (Native - Full professional proficiency), **Spanish** (Conversational)

VOLUNTEER INITIATIVES

- Organized and participated in a community outreach program for elderly residents, focusing on companionship and assistance – 2021
- Led a team for the Springfield Community Clean-up Drive – 2019

HOBBIES

- Participating in community theater enhances communication skills and fosters teamwork.
- Attending workshops on customer service best practices.