
INFORMATION RECEPTIONIST RESUME

Summary:

A goal-oriented individual with proven experience in customer service and interaction with the public; has an extensive knowledge in service-based, hospitality positions requiring an emphasis on customer satisfaction in a fast-paced environment; an extremely skilled team player and leader with proven record for utilizing strong technical and interpersonal skills to enhance organizational efficiency and profitability; committed to high quality performance with an ability to learn new procedures quickly

Professional Experience:

Information Receptionist January 2007 – present
AppleOne, Colorado Springs, CO

Responsibilities:

- Controlled access to the office and insured that only visitors properly cleared are authorized entry.
- Responsible for customers' concerns and secured information to resolve persistent problems.
- Updated personnel/staffs regarding activities conducted at establishment.
- Attended and transferred telephone calls.
- Provided information, took down notes and messages and set up appointments.

Information Clerk May 2004 – December 2006
Federal Aviation Administration, Louisville, KY

Responsibilities:

- Set up appointments and kept an up to date appointment calendars.
- Studied data to provide quality information regarding customers' or members' of the public concerns.
- Collected, sorted, distributed and prepared mail, messages and courier deliveries.
- Calculated and quoted rates for tours, stocks, insurance policies, and other products and services.

Receptionist February 1999 – May 2004
Firstsource Solutions Limited, Colorado Springs, CO

Responsibilities:

- Controlled access to the office and insured that only visitors properly cleared are authorized entry.
- Responsible for customers' concerns and secured information to resolve persistent problems.
- Updated personnel/staffs regarding activities conducted at establishment.
- Attended and transferred telephone calls.
- Provided information, took down notes and messages and set up appointments.

Information Clerk May 2004 – December 2006
Federal Aviation Administration, Louisville, KY

Education:

ssociate Degree in Public Relation, Stanford University, CA, 1999
Bachelor of Arts in Mass Communication, Stanford University, CA, 1997

Skills:

- Good communication skills, both written and verbal, good customer relations skill
 - A creative approach to new campaigns
 - Good negotiating and interpersonal skills
 - Bookkeeping and documentation skills
 - A high standard of computer literacy
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Awards and Honors:

Dean's Lister, Stanford University, 1994

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