



# Lena Smith

Front Desk Assistant

## Profile

Current part-time university graduate enrolled in bachelor's degree program in marketing management. 2+ years' experience as a hotel front desk clerk at a demanding 5-star property. Intent to leverage top client appreciation accolade and personable, hard-working attitude to become the front desk agent for Chelsea Hotel.

## Employment History

### Front Desk Assistant at JM Couriers, Nashik

January 2020 — January 2021

Responsible for maintaining communication with the 445 Madison entrance office, assist in managing COIs and building services and register all guests through an online portal.

- Provide information regarding activities conducted at establishments and locations within the organization.
- Perform a variety of duties and projects pertinent to the type of establishment.
- Update and maintain the company Contact Relationship Management database to track prospects, clients, and deal information.

### Front Desk Assistant at Anoted Insurance, Kansas City

January 2017 — December 2020

Responsible to perform routine front desk tasks and coordinate meetings, organize catering and ensure the reception area is presentable at all times.

- Assist with receiving and dispatching work requests to technical staff, vendors, or other service providers.
- Support the Office Manager and Consultants with travel, expense reporting, calendar management, and misc. Projects as assigned.
- Assist with meeting management such as catering, telecoms equipment and stationary
- Participate in administrative assistant and business unit meetings.
- Assist with the coordination of special events in support of client or Jones Lang LaSalle
- Follow safety procedures and maintain a safe working environment.

## Education

### Bachelor of Business Management, Long Island University, Brooklyn

January 2021 — Present

Relevant Coursework: Travel and Tourism Management, Recreation-Related Industries, Human Resources, Service Experience,

## Details

1515 Pacific Ave  
Los Angeles, CA 90291  
United States  
3056478349  
[info@woodymedia.nl](mailto:info@woodymedia.nl)

Place of birth  
San Antonio

Driving license  
Full

## Links

[Resume.io](#)  
[Resume Viking](#)

## Skills

Front Desk

Point of Sale

Billing

Invoicing

Customer Service

## Languages

English

Afrikaans

French

## Hobbies

Crossfit, Mountain Biking,  
Triathlons

Front Office Operations, Reception, and Concierge Management,  
Lodging Management, Events and Conventions Coordination,

**Certified Front Desk Representative , American Hotel & Lodging  
Educational Institute (AHLEI), Jacksonville**

January 2019 — November 2019

**■ Accomplishment**

Handled 130 Clients' call-ins a day and serviced an average of 30 walk-in emergencies during weekdays.

Awarded the 2017 “Customer Appreciation Award” from hotel management based on guest surveys.