

LENA SMITH

Front Desk Assistant

1515 Pacific Ave, Los Angeles, CA 90291, United States

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Place of birth *San Antonio* Driving license *Full*

LINKS

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

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, JM Couriers** Jan 2020 — Jan 2021
Nashik

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, Anoted Insurance** Jan 2017 — Dec 2020
Kansas City

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

❖ **Long Island University** Jan 2021 — Present
Brooklyn

Bachelor of Business Management

Relevant Coursework: Travel and Tourism Management, Recreation-Related Industries, Human Resources, Service Experience, Front Office Operations, Reception, and Concierge Management, Lodging Management, Events and Conventions Coordination,

❖ **American Hotel & Lodging Educational Institute (AHLEI)** Jan 2019 — Nov 2019
Jacksonville

Certified Front Desk Representative

SKILLS

Front Desk *Expert* Invoicing *Expert*
Point of Sale *Expert* Customer Service *Expert*
Billing *Expert*

LANGUAGES

English *Native speaker* French *Native speaker*
Afrikaans *Highly proficient*

HOBBIES

Crossfit, Mountain Biking, Triathlons

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.