

Lena Smith



Front Desk Assistant

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Driving license Full

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Place of birth San Antonio

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

01 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.

02 EMPLOYMENT HISTORY

01/2020 — 01/2021

Front Desk Assistant at JM Couriers

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.

01/2017 — 12/2020

Front Desk Assistant at Anoted Insurance

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.

03 EDUCATION

Jan 2021 — Present

Long Island University

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,

Jan 2019 — Nov 2019

American Hotel & Lodging Educational Institute (AHLEI)

Jacksonville

Certified Front Desk Representative

04 SKILLS

Front Desk



Invoicing



Point of Sale



Customer Service



Billing



05 LANGUAGES

English



French



Afrikaans



06 HOBBIES

Crossfit, Mountain Biking, Triathlons

07 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.