



Lena Smith

FRONT DESK ASSISTANT

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Details

Driving license
Full

Place of birth
San Antonio

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, 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, 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, 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

Links

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

Skills

Front Desk



Point of Sale



Billing



Invoicing



Customer Service



Languages

English



Afrikaans



French



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.