



# 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

Jan 2020 — Jan 2021

Nashik

### Front Desk Assistant at JM Couriers

*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.

Jan 2017 — Dec 2020

Kansas City

### Front Desk Assistant at Anoted Insurance

*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

Brooklyn

#### Long Island University

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

Jacksonville

#### American Hotel & Lodging Educational Institute (AHLEI)

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.