

# 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](#)

## 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

Jan 2020 – Jan 2021

NASHIK

### Front Desk Assistant

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

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.

## 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,

## Skills

Front Desk	● ● ● ● ●	Invoicing	● ● ● ● ●
Point of Sale	● ● ● ● ●	Customer Service	● ● ● ● ●
Billing	● ● ● ● ●		

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## Languages

English	● ● ● ● ●	French	● ● ● ● ●
Afrikaans	● ● ● ● ●		

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## Hobbies

Crossfit, Mountain Biking, Triathlons

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## 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.