



# Lena Smith

Front Desk Assistant

Los Angeles, United States info@woodymedia.nl

## Details

1515 Pacific Ave  
Los Angeles, CA 90291  
United States

3056478349

Place of birth

San Antonio

Driving license

Full

## Links

Resume.io

Resume Viking

## Skills

Front Desk



Point of Sale



Billing



Invoicing



Customer Service



## Languages

English



Afrikaans



French



## Hobbies

Crossfit, Mountain Biking, Triathlons

## 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 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.

## 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

### 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.