

# Lena Smith, Front Desk Assistant

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Place of birth	San Antonio	Driving license	Full
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LINKS	<a href="#">Resume.io</a> , <a href="#">Resume Viking</a>
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PROFILE	<i>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.</i>
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## EMPLOYMENT HISTORY

Jan 2020 — Jan 2021	<b>Front Desk Assistant, JM Couriers</b>	Nashik
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*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	<b>Front Desk Assistant, Anoted Insurance</b>	Kansas City
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*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.

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## EDUCATION

Jan 2021 — Present	<b>Bachelor of Business Management, Long Island University</b>	Brooklyn
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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	<b>Certified Front Desk Representative , American Hotel &amp; Lodging Educational Institute (AHLEI)</b>	Jacksonville
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SKILLS	Front Desk	Expert	Invoicing	Expert
	Point of Sale	Expert	Customer Service	Expert
	Billing	Expert		

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LANGUAGES	English	Native speaker	French	Native speaker
	Afrikaans	Highly proficient		

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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.