



# LENA SMITH

Front Desk Assistant

## DETAILS

### Contacts

1515 Pacific Ave, Los Angeles, CA 90291, United

States

[info@woodymedia.nl](mailto:info@woodymedia.nl)

3056478349

### 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.