

Niamh Womick

Corporate Receptionist

✉ niamh.womick@gmail.com
☎ (792) 002-6626
📍 123 Silver Lane, Las Vegas, NV 89101

Education

**Associate of Applied Science
in Office Administration at
College of Southern Nevada,
Las Vegas, NV**

Sep 2018 - May 2022

Relevant Coursework:

Business Communications,
Office Procedures, Records
Management, Spreadsheet
Applications, Word Processing,
Administrative Support Tools,
Database Management, and
Customer Service.

Links

[linkedin.com/in/niamhwomick](https://www.linkedin.com/in/niamhwomick)

Skills

Multitasking

Time-management

Microsoft Office

Customer service

Telephone etiquette

Organization

Problem-solving

Languages

English

French

Profile

Detail-oriented Corporate Receptionist with 1 year of experience providing exceptional administrative support and customer service in fast-paced corporate environments. Proficient in managing multi-line phone systems, scheduling appointments, and maintaining a welcoming atmosphere. Strong communication and interpersonal skills, with a commitment to professionalism and maintaining client confidentiality. Eager to contribute to a dynamic team and provide excellent support for daily business operations.

Employment History

Corporate Receptionist at MGM Resorts International, NV

Apr 2023 - Present

- Successfully managed a high volume of incoming calls (approximately 500 per day) while maintaining a 98% satisfaction rating from both internal and external customers.
- Streamlined the visitor check-in process, reducing wait times by 50% and increasing overall efficiency, resulting in positive feedback from both guests and employees.
- Implemented a new digital meeting room booking system, leading to a 40% increase in meeting room utilization and a reduction in scheduling conflicts.
- Organized and coordinated over 200 corporate events within a year, including large-scale conferences and executive meetings, consistently receiving praise for exceptional attention to detail and seamless execution.

Receptionist Assistant at Caesars Entertainment Corporation, NV

Aug 2022 - Feb 2023

- Successfully managed a high volume of over 500 incoming calls daily, ensuring guests received prompt and accurate information about hotel services and events.
- Streamlined the check-in and check-out process for guests, reducing wait times by 30% and increasing overall guest satisfaction ratings by 20%.
- Implemented a new appointment scheduling system, resulting in a 25% reduction in missed appointments and a 15% increase in overall efficiency.
- Coordinated the planning and execution of over 100 corporate events and meetings per year, contributing to a 10% increase in annual revenue for the company.

Certificates

Certified Administrative Professional (CAP)

Jan 2022

Microsoft Office Specialist (MOS)

Nov 2020