

Lucille Kelsen

Desk Receptionist

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- ☎ (102) 686-3080
- 📍 123 Maple Street, St. Paul, MN 55101

EDUCATION

Diploma in Office Administration at Minnesota State Community and Technical College, Fergus Falls, MN

Aug 2017 - May 2022

Relevant Coursework: Office Management, Business Communication, Administrative Procedures, Bookkeeping, Computer Applications, Customer Service, and Human Resource Management.

LINKS

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

SKILLS

- Multitasking
- Time-management
- Microsoft Office
- Customer service
- Telephone etiquette
- Conflict resolution
- Data entry

LANGUAGES

- English
- Indonesian

HOBBIES

- Calligraphy
- Scrapbooking
- Gardening

PROFILE

Dedicated Desk Receptionist with 1 year of experience providing exceptional customer service and administrative support in fast-paced environments. Adept at managing multiple tasks, maintaining organized workspaces, and utilizing effective communication skills. Proven ability to enhance office efficiency, streamline processes, and contribute positively to team dynamics.

EMPLOYMENT HISTORY

● Front Desk Receptionist at Allied Universal, MN

Feb 2023 - Present

- Successfully managed the front desk operations for Allied Universal, MN, handling over 200 daily visitors and ensuring a 95% satisfaction rate in customer service.
- Streamlined the appointment scheduling process, resulting in a 30% reduction in wait times and a 20% increase in the number of appointments scheduled per day.
- Implemented a new visitor management system, leading to a 50% reduction in check-in times and a 40% improvement in security compliance.
- Trained and supervised a team of 3 junior receptionists, contributing to a 25% decrease in call wait times and a 15% improvement in overall staff efficiency.

● Receptionist Assistant at Regus, MN

Aug 2022 - Dec 2022

- Successfully managed a high volume of incoming calls, averaging about 100 calls per day, ensuring efficient and professional communication with clients and colleagues.
- Streamlined the booking process for conference rooms, resulting in a 20% increase in meeting room bookings and a 15% increase in customer satisfaction ratings.
- Implemented a new filing system that improved document organization and retrieval time by 30%, increasing overall office efficiency and productivity.
- Coordinated and executed over 50 events for clients and staff, including holiday parties, training sessions, and networking events, contributing to a 25% increase in client retention and employee morale.

CERTIFICATES

Certified Administrative Professional (CAP)

Nov 2021

Certified Front Desk Representative (CFDR)

Aug 2020

MEMBERSHIPS

International Association of Administrative Professionals (IAAP)