

# Kellene Halbert

Front Desk Assistant

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## Profile

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### Details

[kellene.halbert@gmail.com](mailto:kellene.halbert@gmail.com)

(569) 914-8557

123 Oak Street, Little Rock, AR 72201

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## Employment History

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### Front Desk Assistant at Arkansas Dental Clinic, AR

Apr 2023 - Present

- Successfully managed a high volume of over 300 patient appointments per week, ensuring efficient scheduling and timely follow-ups for the Arkansas Dental Clinic.
- Streamlined the check-in process by implementing a digital sign-in system, resulting in a 25% reduction in patient wait times and a 15% increase in overall patient satisfaction ratings.
- Assisted in the transition to a new electronic health record system, contributing to a 20% improvement in data accuracy and a 10% reduction in administrative workload for the clinic staff.
- Coordinated with insurance providers to verify coverage details and resolve billing discrepancies, leading to a 30% decrease in unpaid claims and a 5% increase in overall clinic revenue.

### Front Desk Associate at The Capital Hotel, AR

Aug 2022 - Mar 2023

- Successfully managed the check-in and check-out process for an average of 100 guests daily, resulting in a 95% satisfaction rate on guest feedback surveys.
- Streamlined the room reservation process by implementing a new booking system, leading to a 20% increase in efficiency and reducing customer wait times by 15%.
- Assisted in training and onboarding of 10 new Front Desk Associates, improving overall team performance and reducing the need for additional staff by 25%.
- Proactively addressed and resolved over 300 guest complaints and concerns, contributing to a 30% reduction in negative online reviews and maintaining The Capital Hotel's 4.5-star rating on popular travel websites.

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## Education

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### Associate of Applied Science in Office Administration at Northwest Arkansas Community College, Bentonville, AR

Aug 2017 - May 2022