

Shenequa Umanskaya

Greeter

Profile

Dedicated Greeter with a year of experience providing exceptional customer service in various settings. Skilled at creating welcoming environments, engaging with clients, and maintaining smooth entry and exit processes. Proficient in conflict resolution and adapting to diverse environments. Committed to enhancing customer experiences and contributing to business success.

Employment History

Greeter at Greeterly Inc., WA

Apr 2023 - Present

- Successfully greeted and assisted over 15,000 customers in a year, contributing to a 10% increase in customer satisfaction ratings at Greeterly Inc., WA.
- Streamlined the company's guest registration process by implementing a digital check-in system, reducing wait times by 25% and earning positive feedback from 90% of customers.
- Trained and mentored 5 new greeters within a span of 6 months, leading to a 20% improvement in team efficiency and a significant reduction in onboarding time for new hires.
- Consistently received outstanding performance reviews for maintaining a friendly and welcoming demeanor, resulting in a personal commendation from the CEO and a 5% salary increase.

Entry-Level Greeter at Welcomer WA Corp., WA

Sep 2022 - Feb 2023

- Successfully greeted and assisted over 300 customers daily, ensuring a positive and welcoming experience for each visitor to Welcomer WA Corp.
- Streamlined the visitor check-in process, reducing average waiting time by 15% and increasing overall customer satisfaction ratings by 10%.
- Implemented a new feedback system, collecting over 200 valuable suggestions and comments from customers within the first month, leading to key improvements in company operations and customer service.

Certificates

Certified Customer Service Professional (CCSP)

Sep 2021

Certified Guest Services Professional (CGSP)

Dec 2019

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Education

Certificate in Customer Service and Communication at Bellevue College, Bellevue, WA

Aug 2017 - May 2022

Relevant Coursework: Customer Service Principles, Interpersonal Communication, Effective Listening, Conflict Resolution, Customer Relationship Management, and Cross-Cultural Communication.

Links

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

Skills



Languages

