

# Tamatha Wichern

Office Receptionist

## Profile

## Employment History

## Education

### Details

[tamatha.wichern@gmail.com](mailto:tamatha.wichern@gmail.com)

(905) 412-1829

123 Desert Breeze Rd, Albuquerque, NM 87121

Dedicated Office Receptionist with 1 year of experience in managing front desk operations, providing exceptional customer service, and supporting administrative tasks. Adept at handling high-volume phone calls, scheduling appointments, and managing visitor relations. Proficient in Microsoft Office Suite and known for strong interpersonal and organizational skills.

### Office Receptionist at New Mexico Office Solutions, NM

Mar 2023 - Present

- Successfully managed a high call volume of over 100 calls per day, ensuring efficient communication between clients and staff members at New Mexico Office Solutions.
- Streamlined the appointment scheduling process by implementing a new online booking system, resulting in a 30% increase in timely appointments and a 20% reduction in no-shows.
- Coordinated and executed a comprehensive office organization project, which led to a 25% improvement in overall office efficiency and a 15% decrease in misplaced documents.
- Assisted in the planning and execution of company events, contributing to a 50% increase in employee engagement and satisfaction within one year.

### Junior Office Receptionist at Sandia Office Supply, NM

Sep 2022 - Jan 2023

- Successfully managed the front desk operations, handling an average of 50 incoming calls and greeting over 30 visitors daily while maintaining a 95% customer satisfaction rate.
- Streamlined the appointment scheduling process, resulting in a 20% increase in efficiency by implementing a new online booking system and reducing missed appointments by 15%.
- Reduced office supply costs by 10% through effective inventory management and negotiating with suppliers, saving the company approximately \$5,000 annually.

### Diploma in Office Administration at New Mexico State University, Las Cruces, NM

Aug 2018 - May 2022

Relevant Coursework: Office Management, Business Communication, Principles of Accounting, Business Law and Ethics, Human Resource Management, Customer Service, Microsoft Office Suite, and Office Technology.