

# Wilba Zahedi

Receptionist

## Profile

Dedicated Receptionist with 1 year of experience providing exceptional customer service and administrative support in fast-paced environments. Proficient in managing multi-line phone systems, scheduling appointments, and maintaining organized front office spaces. Adept at fostering positive client relationships and prioritizing tasks to ensure efficient operations. Eager to contribute to a dynamic team and continue honing skills in office administration.

## Employment History

### Receptionist at Texas Receptionist Inc., TX

Apr 2023 - Present

- Successfully managed a high volume of incoming calls (an average of 300 calls per day) while maintaining a 95% customer satisfaction rating over a two-year period.
- Streamlined the appointment scheduling process by implementing an online booking system, reducing scheduling errors by 60% and increasing appointment bookings by 25% within six months.
- Assisted in organizing and executing over 50 corporate events and meetings within a year, resulting in a 20% increase in overall client engagement and positive feedback.
- Reduced office supply expenses by 30% through diligent inventory tracking and negotiating bulk discounts with suppliers, saving the company \$10,000 annually.

### Junior Receptionist at Lone Star Reception Services, TX

Aug 2022 - Mar 2023

- Successfully managed and coordinated the scheduling of over 300 appointments per month for clients, resulting in a 20% increase in overall customer satisfaction rates.
- Streamlined the front desk operations by implementing an efficient filing system which reduced document retrieval time by 30% and increased overall productivity.
- Assisted in the training and onboarding of 2 new receptionists, leading to a 15% improvement in team efficiency and collaboration.
- Proactively identified and resolved over 50 customer issues per month, contributing to a 25% reduction in customer complaints and fostering a positive company image.

## Certificates

### Certified Administrative Professional (CAP)

Sep 2021

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📍 1234 Lone Star Drive, Austin, TX 78701

## Education

### Diploma in Office Administration at Lone Star College, Houston, TX

Aug 2017 - May 2022

Relevant Coursework: Business Communication, Office Management, Administrative Procedures, Computer Applications, Records Management, Customer Service, Organizational Behavior, Accounting, Human Resources, and Business Law.

## Links

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

## Skills

Multitasking

Time-management

Microsoft Office

Customer service

Telephone etiquette

Organization

Data entry

## Languages

English

Japanese

## Hobbies