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| Michael Smith |
| SummaryDedicated receptionist with over 5 years of experience in managing front office operations and delivering superior customer service. Skilled in administrative support, with a strong ability to build relationships and resolve conflicts effectively.Work Experience**Receptionist Jun 2019 – Present**XYZ Health Clinic Metropolis, NY* Managed patient appointments and coordinated with medical staff, resulting in a 20% reduction in wait times.
* Implemented a digital filing system that improved record retrieval time by 30%.

**Administrative Assistant Jul 2017 – May 2019**Tech Solutions Inc. Metropolis, NY* Supported daily office operations, including managing communications and maintaining schedules for 5 executives.
* Streamlined office procedures, leading to a 15% increase in overall productivity.

EducationAssociate of Applied Science: Business Administration Jan 2017*City College**Metropolis, NY*certifications* Certified Administrative Professional (CAP) – IAAP – 2018
 | Contact(555) 987-6543michael.smith@example.comMetropolis, NY 10001SkillsFront Office ManagementSchedulingConflict ResolutionCustomer Relationship ManagementMicrosoft Office SuiteOffice Equipment ProficiencyData ManagementTime Management |