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| Michael Smith | | |
| Summary  Dedicated 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.   Education Associate of Applied Science: Business Administration Jan 2017 *City College**Metropolis, NY*  certifications   * Certified Administrative Professional (CAP) – IAAP – 2018 | Contact  (555) 987-6543  michael.smith@example.com  Metropolis, NY 10001  Skills  Front Office Management  Scheduling  Conflict Resolution  Customer Relationship Management  Microsoft Office Suite  Office Equipment Proficiency  Data Management  Time Management |