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| Jessica Brown |
| SummaryAccomplished senior receptionist with over 10 years of experience in high-volume corporate environments. Expertise in administrative management, office operations, and team leadership, with a proven track record of enhancing efficiency and client satisfaction.Work Experience**Senior Receptionist Mar 2018 – Present**Global Enterprises Big City, TX* Led a team of 3 receptionists in a busy corporate office, improving customer service response times by 25%.
* Developed and implemented new scheduling processes that enhanced appointment management efficiency by 40%.

**Reception Supervisor Jan 2012 – Feb 2018**Premier Services Ltd. Big City, TX* Supervised front desk operations and trained new staff, resulting in a 30% improvement in team performance.
* Managed client communications, consistently receiving positive feedback for professionalism and responsiveness.

EducationBachelor of Science: Business Management Jan 2011*Texas State University**San Marcos, TX*certifications* Certified Front Office Manager (CFOM) – AHLA – 2016
 | Contact(555) 555-5555jessica.brown@example.comBig City, TX 73301SkillsOffice ManagementTeam LeadershipClient RelationsScheduling & CoordinationEvent PlanningDatabase ManagementConflict ResolutionFinancial AdministrationAdvanced Microsoft Office Skills |