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| Jessica Brown | | |
| Summary  Accomplished 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.   Education Bachelor of Science: Business Management Jan 2011 *Texas State University**San Marcos, TX*  certifications   * Certified Front Office Manager (CFOM) – AHLA – 2016 | Contact  (555) 555-5555  jessica.brown@example.com  Big City, TX 73301  Skills  Office Management  Team Leadership  Client Relations  Scheduling & Coordination  Event Planning  Database Management  Conflict Resolution  Financial Administration  Advanced Microsoft Office Skills |