**KIRSTEN SMITH**

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**OBJECTIVE**

Seeking a receptionist position where my clerical and customer care skills along with front desk operations management expertise will be fully utilized.

**SKILLS**

*Office Skills*

* Good communication and interpersonal skills.
* Ability to think out of the box and never give up spirit.
* Close attention to details.
* Superior telephone etiquettes.
* Fine time management skills.
* Detailed understanding and experience of front desk operations.
* In-depth knowledge about customer service procedures.
* Amicable in nature and good at greeting guests.
* Adept at handling copier and fax machines.
* Fats typing speed of 60 WPM.

*Computer Skills*

* Windows Vista/XP, MS Word, MS Excel, MS PowerPoint, Access, Outlook, Visio

**PROFESSIONAL EXPERIENCE**

**Hulu - Santa Monica, CA**

**(2011- Present)**

*Receptionist*

* Greeted visitors and queried about their nature of business.
* Directed the visitors to suitable employees.
* Answered all the incoming calls and connected them to respective people.
* Operated copiers and FAX machines.
* Routed emails and mails accurately every time.
* Maintained and ordered office supplies.
* Helped with vast amounts of documents scanning.

**Lithium Technologies - San Francisco, CA**

**(2009-2011)**

*Front Desk Clerk*

* Greeted all the visitors.
* Schedule and confirmed various client meetings.
* Worked in data entry projects.
* Noted down the queries and grievances of clients and passed them on to management.
* Dealt with many confidential records.

**EDUCATION**

Bachelor Arts in Public Relations (Major in Front Desk Management) – 2009

Berkeley City College, Berkeley, California

**OTHER SKILLS**

* Good verbal and written communication skills.
* Quick minded.
* Ability to multi-task and prioritize.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Signature of Kirsten Smith