**Kathleen C. Gracia**

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**Job Objective:**

Hardworking, dedicated, and organized professional seeking the position of a Receptionist at an organization to utilize my exceptional administrative skills in providing quality services to the staff as well as clients for smooth functioning of the firm.

**Summary of Skills:**

* Expertise in performing various administrative tasks, including answering client phone calls, responding to mail, or keeping records
* Ability to schedule meetings by checking calendars of the executives and taking minutes of the discussion for appropriate implementation of new policies
* Adept in performing data entry tasks and maintaining an updated database to retrieve required information in minimal time
* Proficient in handling transactions by accepting payments in cash, check, card or online transfers through net banking
* Familiar with office technology, including MS Office Suite, database software, billing and bookkeeping procedures
* Capable of maintaining cleanliness of the workplace, maintaining meeting rooms along with the equipment, and issuing security passes to the visitors
* Ability to greet employees/customers, and maintain a friendly demeanor
* Affable with excellent communication skills and inclination for customer service

**Work Experience:**

Junior Receptionist

Wilson Travels Pvt. Ltd., Huntington, NY

February 2017 – Present

* Answering phone calls of clients and providing information on available bus services and ticket charges
* Processing payment for individual or group of customers through online transactions, including net-banking or card payment for the confirmation of tickets
* Providing comprehensive information about the bus timings, ticket charges, and the routes for giving satisfactory answers to customer's questions
* Handling customer complaints regarding services and initiating cash back for the concerned cases as instructed by the office manager
* Responsible for making arrangements for meeting, travel, hotel accommodation, and exhibitions
* Making accurate entries of the travelers in the database by entering correct contact details, ticket information, bus number, and other required entities in the columns
* Working with the team to promote services, and updating social media pages for the company

Junior Receptionist (part-time)

Lavinia Home Décor, Huntington, NY

December 2015 – January 2017

* Welcomed and greeted clients with positive cheerful attitude, and gave proper directions to help them locate the requested furniture section
* Helped in maintaining décor security by issuing, checking and collecting badges as required and kept visitor logs
* Assisted with performing various administration tasks, including preparing bills, faxing guarantee documents and arranged delivery to the client's address
* Coordinated with the team to answer customer queries and informed them about the available designs for different rooms in the apartment by showing company catalog
* Took responsibility to note down customer details, address and issued payment receipt to inform them about the estimated date of delivery
* Handled and routed calls to the concerned section's executives as necessary for maximum customer satisfaction
* Answered inquiries on the phone/mail to inform prospective clients about ongoing discounts, offers, and latest collection of furniture

**Apprenticeship:**

Cashier – Roast Sandwich House

Huntington, NY 11746

August 2014 – November 2015

* Greeted customers warmly and took their meal orders by entering appropriate data into the computer system to generate accurate order number along with the bill
* Took responsibility to check the cash drawer at the beginning and end of the shift to maintain adequate change in the drawer
* Answered phone calls to take note of take-away orders and ensured the parcel reached the customer in minimal time
* Handled transactions for the order by collecting payments in cash, debit/credit card and applied special coupons
* Maintained an accurate record of the day's order to enter in database, and prepared a weekly sales report for the manager
* Ensured the eating joint was clean and guided the housekeeping team for proper maintenance of the place
* Collected feedback from customers regarding the food and service to improve customer satisfaction

**Education:**

* Associate's Degree in Office Management   
  Five Towns College, Huntington NY   
  2013

**Reference:**

On request.