

Receptionist

(555) 010-0000 · you@example.com · City, ST · linkedin.com/in/your-name

Summary

Welcoming receptionist with four years anchoring busy front desks, fluent on multi-line phone systems and appointment software, recognized for fast check-ins and a consistently warm first impression for every visitor.

Experience

Front Desk Receptionist, Lakeside Dental Group

2022 – Present

City, ST

- Greeted and checked in 70-plus patients daily, holding average lobby wait time under four minutes during peak hours.
- Operated an eight-line phone system, fielding around 120 calls a day and booking appointments in the practice software.
- Verified insurance eligibility and collected co-pays for every visit, balancing a cash drawer to the cent each evening.
- Cut next-day no-shows 18% by launching a two-step text-and-call confirmation routine for upcoming appointments.
- Managed the schedules of six providers, filling last-minute cancellation slots to keep chairs productive.
- Maintained a tidy, welcoming reception area and restocked patient forms and materials throughout the day.
- Trained two new front-desk hires on phone etiquette and the check-in workflow during their first two weeks.

Reception and Member Services, Brightway Fitness Studio

2020 – 2022

City, ST

- Welcomed an average of 200 member visits per day, scanning passes and answering membership questions on the spot.
- Processed new memberships and class bookings in the studio system with a 99% accurate entry record.
- Handled retail sales at the front counter, reconciling a register that averaged \$400 in daily transactions.
- Resolved member billing questions politely, escalating only the 5% that needed a manager's authorization.
- Kept the front lobby, water station, and sign-in tablets clean and fully stocked across every shift.
- Earned a 4.8 of 5 member-feedback rating for front-desk friendliness over six consecutive months.

Education

High School Diploma

2016 – 2020

Community High School — City, ST

Skills

Multi-line phone systems · Visitor check-in · Appointment scheduling · Customer service · Cash handling · Insurance verification · Data entry · Calendar coordination · Mail and deliveries · Microsoft Office · Bilingual communication · Lobby presentation