**Ellen J. Drake**

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**Career Summary:**

Highly professional and organized front desk coordinator with a solid experience in coordinating with and supervising front office staff responsible for running daily front office operations smoothly and efficiently. Possess strong leadership and problem-solving capabilities along with effective communication and multi-tasking skills to improve customer services and business performance of the organization.

**Summary of Skills:**

* Strong presentation as well as effective written and verbal communication skills to build good relationships and rapport with clients and office staff as well as present organization or business related information clearly
* Effective customer service skills and ability to maintain a polite and professional behavior
* Excellent organizational and time management skills as well as ability to handle multiple tasks simultaneously, and within strict deadlines
* Strong motivational and leadership skills to direct front desk team to perform efficiently and help achieve common goals
* Ability to adapt to a fast-paced and dynamic work environment as well as work under pressure with minimal supervision
* Good working knowledge of clerical and administrative procedures as well as demonstrated ability to operate and manage multi-line phone system, copiers, printers, scanners, and other standard office equipment and machines
* Ability to type at a speed of 55wpm with 95% of accuracy
* Proficiency with Microsoft Windows environment including Word, Excel and spreadsheets as well as the ability to learn about new computer technologies and various office equipment
* Excellent critical thinking and problem-solving skills as well as ability to maintain high level of accuracy and confidentiality of the sensitive information.

**Work Experience:**

Front Desk Coordinator

Zentail Inc., Whittier, CA

October 2016 - Present

* Serving as the first point of contact by greeting all visitors and clients in a professional and courteous manner as well as providing general information and knowledge about the organization
* Answering, screening, and directing callers to the concerned person or department on a multi-line phone system as well as managing inbound and outbound mail processing and scanning
* Assisting supervisors and management in making recommendations for improvements in office related policies and procedures to improve operational efficiency as well as implementing these improvements as appropriate
* Planning and implementing office systems as well as maintaining the condition of office equipment
* Maintaining confidentiality and security of records and files related to company's current and past projects, operations and decisions
* Coordinating and arranging conferences, meetings, travel arrangements, and special events as well as preparing and maintaining conference or event materials
* Processing administrative support requests as assigned on a regular and special project basis as well as providing back-up and assistance to support staff as needed
* Drafting letters, reports and memos as well as proofreading for spelling, grammar, and layout
* Managing paper or electronic filing systems as well as maintaining accurate documents, correspondence, or other materials
* Maintaining cleanliness and regular organization of front desk and lobby at all times as well as all office common areas such as fax/copy areas, mail, file and conference rooms, etc.

Receptionist

Siena Corporation, Whittier, CA

December 2014 - September 2016

* Assisted potential clients by screening inquiry types and routing calls to appropriate teams on a multi-line phone system
* Sorted, distributed, and dispatched incoming and outgoing mails
* Maintained cleanliness and organization of reception area in compliance with procedures, rules and regulations
* Monitored and reported potential security risks to management
* Greeted and handled inquiries of office visitors and directed them to appropriate personnel according to their needs
* Operated and maintained office equipment and machines as well as informed management for their repair and maintenance when needed
* Signed for deliveries as well as ordered office supplies as necessary
* Supported all departments with routine administrative duties such as general filing, copying, scanning and faxing
* Assisted office managers with projects as well as special event planning, including holiday celebrations, team outings as needed
* Accurately inputted updated records and information of employees in the database system as well as maintained confidentiality in all aspects of client, staff and company information

Administrative Assistant

Conviva Network Solutions, Whittier, CA

August 2012 - November 2014

* Greeted and provided assistance to visitors and clients in a professional manner as well as answered phone calls and managed voice-mail system
* Opened, sorted and forwarded incoming mails as well as prepared outgoing mails as required
* Assisted in ordering, receiving and stocking of office supplies as well as maintained office equipment
* Maintained effective filing system and updated database at regular intervals
* Drafted, formatted, revised and processed a variety of complex documents and forms, including reports, correspondence, technical and statistical charts and tables
* Assisted in organizing and scheduling meetings, appointments and conferences as required

**Education:**

* Associates Degree in Office Management  
  Rio Hondo College, Whittier, CA  
  2012
* High School Diploma  
  La Serna High School, Whittier, CA  
  2011

**Reference:**

On request.