

**Christine Miller**  
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## Profile

Personable and professional receptionist with over a decade of experience in fast-paced, high-volume settings. Combines a commitment to superior customer service with strong verbal and written communication skills, expert knowledge of Microsoft Office, and experience with various CRMs.

## Professional Experience

### **Head Receptionist, KMS Hospitality Group, Philadelphia, PA**

*September 2016 – Present*

- Manage a team of three receptionists at the main office for a large restaurant and events management firm
- Utilize a multi-line phone system to answer and transfer calls to appropriate personnel
- Maintain office calendar for scheduling on- and off-site meetings and events
- File and organize vendor contracts and other legal paperwork
- Handle all incoming and outgoing mail correspondence
- Greet and assist office visitors

### **Receptionist, EFG Property Management, Philadelphia, PA**

*April 2012-September 2016*

- First point-of-contact for property management firm with 30+ properties throughout Philadelphia
- Answered a multi-line phone system and transferred callers quickly and accurately to appropriate departments
- Greeted office visitors and provided information and assistance as needed
- Processed rent payments and security deposits
- Filed lease paperwork and other legal documents
- Logged and tracked maintenance requests for all properties

### **Front Desk Agent, Ace Hotel, Philadelphia, PA**

*June 2009-April 2012*

- Assisted guests at a 300-room luxury hotel in downtown Philadelphia
- Processed reservations, check-ins, departures, and payments in accordance with company guidelines and procedures
- Provided information and assistance in person, over the phone, and via email
- Maintained daily schedule of on-site events and locations
- Handled mail, messages, guestroom messages, and faxes per company procedures
- Logged guest complaints and maintenance requests in property management system

## Education

### **Bachelor of Science, Tourism & Hospitality Management**

*Temple University, Philadelphia, PA, August 2005-May 2009*

## Key Skills

- Professional phone etiquette
- Verbal and written communication skills
- Scheduling with Microsoft Outlook and Google Calendar
- Working in fast-paced office environments
- Friendly and attentive customer service
- Physical and digital file maintenance
- Proficient in Microsoft Office, Adobe Acrobat, and Google Suite