**Lisa M. Ogle**

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**Job Objective:**

Seeking a receptionist position with Red Hat Inc., where I can make the most of my exceptional problem-solving, organizational, communication, technical and multi-tasking skills in serving as the first point of contact, and delivering excellent customer services to clients and visitors.

**Summary of Skills:**

* More than 5 years of experience in providing administrative services as well as general assistance to customers or clients
* Effective written and verbal communication skills in providing information related to the organization or business clearly and accurately
* Ability to adapt in a fast-paced and dynamic work environment as well as ability to remain calm under pressure or while dealing with difficult customers
* Exceptional organizational and time management skills along with the ability to handle multiple tasks simultaneously and within strict deadlines
* Strong technical skills require to manage phone systems, copiers, printers and other simple office machines as well proficiency with MS Excel and Word Processor
* Ability to work independently as well as under minimal supervision
* Ability to maintain high-level of accuracy as well as confidentiality of the sensitive information
* Effective customer service skills along with the ability to maintain a positive attitude and professional behavior
* Strong active listening, critical thinking and problem solving skills.

**Work Experience:**

Receptionist

DCH Group, New York, NY

January 2016 – Present

* Directing and assisting incoming phone calls as well as reviewing all incoming emails to the general mailbox and forwarding them to the appropriate employee
* Coordinating all internal and external meetings and appointments by selecting appropriate timings, communicating main agenda to the staff, managing necessary materials for meetings as well as recording and distributing notes as needed
* Ensuring office equipment is properly maintained and serviced as well as informing management for their repair and maintenance
* Handling customer complaints with integrity and poise as well as referring the complaining customer to the appropriate personnel for further communication
* Supporting multiple administrative and project needs around the company, including correspondence, word processing, filing, data entry and various Internet research tasks as assigned
* Pro-actively making suggestions with regard to cleaning, organization, and office improvements as well as assisting with scheduling of conference rooms, and managing all incoming and outgoing packages
* Planning and facilitating team outings and events as required

Receptionist

Rush Enterprises, New York, NY

October 2014 - December 2015

* Served as the main point of contact for callers and visitors
* Operated multi-line telephone system and directed callers to the appropriate staff
* Created and printed fax cover sheets, memos, correspondence, job listings, telephone reports, and documents as required
* Maintained receptionist area in a clean and organized manner with all the necessary supplies such as post-it notes, paper-clips, staples, etc., as well as ordered office supplies as needed
* Assisted in planning and execution of office expansion or moves, and installing work stations for new hires and visitors
* Provided information about company such as location of departments or offices, telephone numbers, and address and gave directions to clients
* Performed typing, data entry, filing, and other administrative duties as assigned by supervisors

Receptionist

Ken-worth Inc., New York, NY

April 2013 - September 2014

* Provided excellent customer-services to clients both in-person and on phone
* Received visitors or customers at the front desk by promptly and warmly greeting and welcoming them
* Determined the nature and purpose of visit and then directed visitors or customers to the appropriate representative or department
* Received, sorted, and distributed incoming mail as well as prepared outgoing mail for distribution
* Maintained office filing and storage systems as well as faxed, scanned, and xeroxed important documents as required
* Assisted senior office assistant in maintaining a professional work environment as well as in providing administrative support to team members
* Performed various duties as assigned by supervisors or senior office staff members

**Education:**

* High School Diploma
Millennium High School, New York, NY
2012

**Reference:**

On request.