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## Courtney Naysmith

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Adaptable Front Desk Receptionist with experience in a variety of industries and a history of success in providing exceptional customer service. Experience in managing all facets of front office administration, including handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas. Hands-on skills in using applications such as MS Office, Millennium, and QuickBooks to facilitate daily office operations.

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### Core Qualifications

- Customer Service
- Office Administration
- Bookkeeping
- Schedule Management
- Office Maintenance
- Inventory and Supply Management

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### Professional Experience

#### RECEPTIONIST FINNICK, INC.

2/1/2008 - Present  
HALEDON, NJ

- Greet and welcome guests in person and on phone; answer and direct inquiries to designated department.
- Maintain log books, including sign-in/out logs, front desk expenditures, and calls received.
- Pick up and sort daily incoming correspondence and deliver sorted mail to addressees.
- Maintain executive managers' calendars by planning and scheduling conferences, teleconferences, and travel.
- Develop and utilize effective filing and retrieval systems, and maintain office supplies by placing orders and evaluating new products.
- Manage front office reception area by cleaning and organizing desk and visitor lobby.

#### FRONT DESK RECEPTIONIST ROCKY'S AUTO BODY, INC.

4/1/2005 - 2/1/2008  
DALTON, NJ

- Greeted walk-in customers, insurance adjusters, and tow truck customers while fielding calls from outside sources such as vendors and customers.
- Obtained authorization for services and updated customers on repair status of vehicles.
- Calculated bills for services rendered and collected and processed customer payments.
- Balanced monthly vendor statements and closed monthly sales invoices.

#### FRONT DESK RECEPTIONIST BAD KITTY SALON

7/1/2000 - 3/1/2005  
DALTON, NJ

- Answered high volume phone calls, booked appointments, and greeted clients.
- Offered clients beverages, prepared them for color services, and collected and processed payments for services rendered.

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### Education

High School Diploma, Reagan High School, Williams, NJ

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