

Ben Harold

Receptionist

AREAS OF EXPERTISE

Keyboard skills

Office software

Administration

Reception skills

Equal opportunities

Filing systems

PROFESSIONAL

RSA II

Can speak French

First Aid qualified

PERSONAL SKILLS

Enthusiastic

Communication skills

Superb customer service

Punctual

PERSONAL DETAILS

*Ben Harold
34 Anywhere Road
Coventry
CV6 7RF*

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*DOB: 12/09/1985
Driving license: Yes
Nationality: British*

PERSONAL SUMMARY

Well presented with exceptional customer service skills, and the ability to provide an effective reception and switchboard service. Experienced in working under pressure in a quick paced fast moving environment and able to receive guests on arrival in a friendly, helpful and approachable manner.

Able to be a integral member of a administrative and clerical team, and can follow instructions and also have a willingness to learn. Currently looking for a suitable receptionist position with a progressive company.

WORK EXPERIENCE

First Line Insurance Company – Coventry
RECEPTIONIST June 2008 - Present

Working within a reception environment providing a telephone answering, admin and reception service as well as organising the post, welcoming visitors and providing hospitality towards guests and clients.

Duties:

- Answering all incoming calls / emails and re-routing them to relevant parties.
- Meeting and greeting visitors ensuring they are signed in and inducted.
- Opening, distributing, collecting and taking the post.
- General administration duties, photocopying, filing etc.
- Dealing with any enquiries at the reception.
- Data entry onto internal systems.
- Reporting any problems to the office manager.
- Dealing with car park requests and hospitality requirements.
- Ensuring that the reception area is tidy and clutter free.
- Monitoring stationary stock and reordering when required.
- Operating a computer system and switchboard.

KEY SKILLS AND COMPETENCIES

- Excellent telephone manner.
- Can offer a warm & friendly greeting to visitors.
- Smart, presentable appearance.
- Ensuring a efficient running and operation of the Reception Desk.
- Good organisation and prioritisation skills.
- Self motivated, proactive & hardworking.
- Ability to listen and anticipate.
- Fully aware of all Health & safety legislation relating to office work.
- Experience of arranging month end invoicing on the SAGE System.
- Good IT skills Word, Excel, Email and Internet.
- Accept and adhere to the need for strict confidentiality.

ACADEMIC QUALIFICATIONS

HND Administration & Office Technology
Nuneaton College 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

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