

CECILY CHICAGO

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EXPERIENCE

Front Desk Associate | Waterfall Spa & Wellness Center September 2018 – Present

- Greet, check in, and direct clients to their appointments, creating a welcoming atmosphere and resulting in a 99% customer approval rating on post-appointment surveys
- Manage 50+ incoming calls daily, including accurately scheduling appointments and treatments and successfully resolving client questions and concerns
- Co-led a redesign of the center's website and initiated the creation of a new web-based scheduling system, which increased the volume of appointments scheduled via the center's website by 60% over 6 months
- Implemented a new electronic filing system as part of the center's transition from print to digital records, which increased record accuracy and file organization and decreased record retrieval time

Floral Clerk | Gary's Grocers July 2016 – September 2018

- Managed and accurately processed customer orders, including cutting and arranging floral bouquets and arrangements and providing flower care instructions to ensure high customer satisfaction
- Created aesthetically pleasing and seasonally-appropriate floral displays to showcase products, increase sales, and create a positive customer experience
- Received, unloaded, and reviewed floral deliveries to verify the condition and count of the merchandise and guarantee the availability of high-quality products for customers
- Cleaned, sanitized, and maintained all work, storage, and display areas in compliance with applicable regulations and company policies

EDUCATION

High School Diploma | Central High School | Westbrook, IL

June 2016

SKILLS

- Inventory and supply management
- Visual merchandising
- Multi-line phone systems
- Filing and record keeping
- Data entry

TECHNOLOGY

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Suite (Docs, Sheets, Slides, Forms)
- WordPress
- Zoom