





BRYAN GLOVER

Front Desk Receptionist

CONTACT

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(123) 456-7890 
Denver, CO 
[LinkedIn](#) 

EDUCATION

High school diploma
Byers High School
2009 - 2013
Denver, CO

SKILLS

Prioritization
Multi-tasking
Microsoft Office
Compassionate
Customer Service
Verbal Communication

CAREER OBJECTIVE

Front Desk Receptionist with 8 years of experience supporting operations in diverse environments. Reliable expert with data entry, customer service, sales, and cash handling who is motivated to exceed customer satisfaction and contribute to the company's success.

WORK EXPERIENCE

Front Desk Receptionist

H&R Block

2017 - current / Denver, CO

- Manage 6-line phone system to answer, screen, or forward calls; always providing customer service excellence through answering questions, resolving issues, and accurately scheduling appointments.
- Manage the office; direct customers to their assigned tax preparer after ensuring customer has all required documentation. Receive payment and record receipts for services for customers and tax preparers.
- Investigate issues with past due invoices and use proven customer service strategies to reduce unpaid accounts by 34%.

Front Desk Receptionist

Wisdom Dental

2015 - 2017 / Denver, CO

- Managed the front office of a busy dental practice; greeted patients and responded to requests for information and appointments.
- Implemented a new filing system to streamline front office operations that saved 10 hours per week of manual work and improved productivity by 27%.
- Verify insurance information, collect co-pays, and inform patients of their financial obligations. Review provider charges including dates of service, procedures, and accurately enter information in the billing software program.

Front Desk Receptionist

Crunch Fitness

2013 - 2015 / Denver, CO

- Awarded Employee of the Year for 2014 for customer satisfaction scores of 95% or more month-over-month.
- Provided front desk registration duties by greeting customers, verifying membership, answer questions, and manage payments.
- Fielded all incoming telephone calls; answered questions, scheduled appointments with trainers, reservations of equipment, class registration, payments over the phone, and directed transfers to correct team member. Always resolved issues with proactive solutions.
- Maximized sales potential of store through effective and proper procedures for prepping, storing, rotating, stocking, and merchandising product.