

LEO COOPER

Gym Front Desk Lead Receptionist

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☎ (123) 456-7890

📍 Centennial, CO

🌐 [LinkedIn](#)

EDUCATION

High School Diploma

Lincoln High School

📅 2013 - 2017

📍 Denver, CO

SKILLS

- HubSpot CRM
- Square POS
- Microsoft Word
- Microsoft Teams
- MySQL
- WordPress
- Mailchimp
- Wix

WORK EXPERIENCE

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Life Time Fitness

📅 2022 - current

📍 Centennial, CO

- Approved promotional content for social media platforms, ensuring accuracy and consistency, leading to a **growth in follower count by 23%**
- Formulated email marketing strategies via Mailchimp, generating 224 more membership renewals during promotional periods
- Spearheaded a new initiative to train staff on using Square POS, reducing transaction time by an estimated 32%
- Achieved a 17% decrease in misunderstood customer inquiries by creating a jargon-free guide using Microsoft Word

Receptionist

Lockheed Martin

📅 2019 - 2022

📍 Littleton, CO,

- Handled and screened 78 calls per day on average, decreasing miscommunication incidents by 14%
- Cataloged a variety of classified documents, ensuring zero security breaches over 12 months
- Advocated for a paperless communication process using Microsoft Teams, **reducing company-wide paper consumption by 43%**
- Oversaw the digitization of 1400+ pages of archival content using Microsoft Word, ensuring quick access and reducing physical storage space by 61%

Customer Service Representative

Charles Schwab

📅 2017 - 2019

📍 Lone Tree, CO

- Persuaded 8 customers in a quarter to sign up for premium services, **contributing \$46,600+ to the company's recurring quarterly revenue**
- Solidified customer communication by introducing a bimonthly newsletter using Mailchimp, helping to reach an additional 732 customers with each issue
- Tracked customer service metrics via HubSpot CRM, providing data-driven insights that saved an average of 1.6 minutes per call
- Suggested improvement in online user guides, which helped decrease related inquiries by 38%