

# Linda Berkey

Receptionist

## CONTACT

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United States, Chicago, IL 60605

## EDUCATION

### High School Diploma

Chicago High School, IL, Graduated:  
May 2024

- Participated in the school's business club and hospitality workshops, developing an interest in customer service and office management.

### Certifications

- Customer Service Excellence Training**, National Hospitality Institute | Completed: March 2023
- First Aid and CPR Certification**, American Red Cross | Completed: February 2023

## LANGUAGES

- English (Native)
- Spanish (Intermediate, written and spoken)

## PROFESSIONAL SUMMARY

Highly organized and detail-oriented entry-level receptionist with a passion for providing exceptional customer service. With a year of hands-on expertise in customer-facing roles, I excel at managing front desk operations, handling inquiries, and ensuring a positive guest experience.

## EXPERIENCE

### Receptionist Intern

2025 - Now

#### The Drake Hotel, Chicago, IL

- Assist with managing the check-in/out process for guests, ensuring smooth, efficient, and welcoming service.
- Answer and direct phone calls, handle reservations, and respond to guest inquiries in a professional manner.
- Support front desk operations, including managing guest data, processing payments, and providing information on hotel amenities.
- Assist in managing the hotel's appointment scheduling system, ensuring availability and coordinating with guests effectively.
- Address guest concerns and complaints with empathy, ensuring high customer satisfaction.
- Collaborate with housekeeping and maintenance departments to fulfill guest requests and maintain room readiness.

### Customer Service Representative

2024 - 2025

#### Target Corporation, Chicago, IL

- Delivered exceptional customer service to shoppers by answering questions, assisting with product inquiries, and providing information on promotions.
- Managed returns, exchanges, and product issues in a positive and professional manner.
- Performed point-of-sale (POS) transactions, ensuring accuracy in cash handling and processing credit card payments.
- Assisted in inventory management, ensuring the store was organized and well-stocked.
- Handled customer complaints and conflicts with care, ensuring a positive shopping experience.

## PROFESSIONAL DEVELOPMENT

- Attended the **Annual Hospitality Conference**, Chicago, IL, 2023, focusing on customer service trends and front desk management.