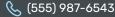
Linda **Berkey**

Receptionist



CONTACT



☑ linda.berkey@gmail.com

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 quest 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.