

ERICA PING

 ericaping45@gmail.com

 720-877-2443

 Aurora, Co 80013

SKILLS

- Courteous, Professional Demeanor
- Committed Team Player
- Exceptional interpersonal skills
- Thrives in a fast paced environment
- Adaptable & efficient problem solver
- Efficiently multi tasks and delegates

PROFESSIONAL SUMMARY

Experienced Receptionist with outstanding time management, multitasking, and customer service skills. Willing to go the extra mile to assist others with solving problems. Competent in keeping guest needs balanced with business priorities.

WORK HISTORY

Neptune Society | Front Desk Receptionist

02/2018 - Present

Greeted guests at the front desk and engaged in pleasant conversations while managing the check-in process.

- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Resolved customer issues quickly and notified a supervisor immediately when problems escalated.

Owashi Sushi | Manager

11/2013 - 01/2018

- Accomplished multiple tasks within established timeframes.
- Onboarded new employees with training and new hire documentation.
- Cross-trained existing employees to maximize team agility and performance.
- Maximized performance by monitoring daily activities and mentoring team members.

Mary's Hope | Personal Assistant

08/2004 - 07/2013

- Displayed absolute discretion at handling confidential information.
- Oversaw personal and professional calendars and coordinated appointments for future events.
- Maintained appropriate filing of personal and professional documentation.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.