

Kathy King Martinez

Receptionist

Thornton, CO 80233

kathykingmartinez@gmail.com

(720) 882-2037

Authorized to work in the US for any employer

Work Experience

Receptionist

The End Result Salon

March 2017 to March 2018

- Greeted and directed all incoming customer inquiries via in person and via telephone
- Maintained a safe and clean common area
- Managed and coordinated stylist schedules utilizing Zully schedule system
- Responsible for collecting booth rent, client payments, and balancing at the end of every shift
- Educated clients and promoted salon products

Customer Service/ Greeter

Sam's Club

May 2014 to October 2016

- Maintained entrance and exits areas
- Greeted customers, assisted with carts, flatbeds, and wheelchairs
- Reviewed receipts, completed logs and identified theft
- Identified customer needs, assisted with locating merchandise, and resolving issues and concerns

Administrative Assistant

Denver Water Department

1985 to 2006

- Supervised, planned and organized time card data for 500 employees
- Developed and proposed solutions for employee issues and concerns within the payroll department
- Streamlined time card data entry process, resulting in an annual reduction of 10% in department hours
- Established and managed the training process for new employees
- Designed a system to track the daily hours devoted to each individual client

Education

High school or equivalent

Skills

customer inquiries, Punctual, scheduling, sorting, telephone, Front Desk, Front Office, Reception

Additional Information

SKILLS

- Punctual with strong time management skills and result-oriented mindset
- Adaptable in challenging and demanding situations
- Accustomed to fast-paced environment, high client volume via in person and telephone
- Administrative skills Include: Directing customer inquiries, scheduling, email sorting, being the first impression for customers and knowledgeable of standard office equipment.