**[Receptionist/ Library Assistant](https://www.postjobfree.com/resume/ad07au/receptionist-library-assistant-laurel-md)**

**Location:**Laurel, MD

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**Contact Info:**

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**Resume:**

ROSHELLE D. HENDERSON

103 6th Street #11, Laurel, MD 20707 roshellehenderson@gmail.com 202-867-8632

Highly accomplished and dedicated receptionist with over 30 years of experience in providing exceptional administrative support and customer service. Possessing a deep understanding of office operations and a proven track record of efficiently managing multi-line phone systems, scheduling appointments, and greeting clients with warmth and professionalism. Proficient in various software applications, including Microsoft Office Suite, and adept at handling confidential information with the utmost discretion. Demonstrates excellent interpersonal and communication skills, fostering positive relationships with clients and colleagues alike, ensuring a welcoming and efficient front office environment. Additionally, holds the Maryland State Notary Public certification.

Technical Skills: Cheyenne Fax Cisco IP Phones Contact Ease Microsoft Outlook Microsoft PowerPoint Microsoft Word Rippe & Kingston Time Entry System

Customer Service

Office Equipment Proficiency

Scheduling & Coordination

Time Management

Database Management

Phone Etiquette

Computer Proficiency

Professionalism

Interpersonal Communication

Confidentiality

Attention to Detail

Document Management

PROFESSIONAL EXPERIENCE

Front Office Assistant December 1999 – August 2023

Wilkinson Barker Knauer – Washington, D.C.

Greeted and welcomed guests and visitors, creating a positive and inviting atmosphere at the front office.

Handled a high volume of incoming calls and effectively assisted clients by providing general information and directing them to the appropriate attorneys.

Proficiently typed office memos and ensured accurate documentation of essential information.

Maintained meticulous records of employees' arrival and dismissal times, ensuring smooth office operations and attendance tracking.

Demonstrated exceptional organizational skills by scheduling conference rooms for meetings and events.

Provided comprehensive training to other receptionists, empowering them to excel in their roles and maintain excellent client interactions.

Managed a vast database of over 22,000 client contact information using Contact Ease, ensuring accurate and up-to-date records for effective client communication and outreach.

Receptionist March 1999 – October 1999

Association of American Law Schools – Washington, D.C.

Proficiently managed a computer-based phone system with 15 incoming lines, ensuring seamless call handling and effective communication with clients and colleagues.

Provided a professional welcome to visitors, creating a positive impression of the company and its services.

Skillfully set up and maintained voicemail and speed dial features, streamlining communication and enabling quick access to important contacts.

Demonstrated expertise in call routing and paging, efficiently connecting callers to departments.

Expertly handled fax communications, ensuring timely and accurate delivery to recipients.

Addressed general inquiries from callers, providing helpful information and excellent customer service.

Managed mail sorting and distribution, ensuring efficient handling of incoming and outgoing mail.

Created a mailing list for publication orders, contributing to effective marketing and outreach efforts.

Proficiently scheduled conference rooms, coordinating meetings and events to support seamless operations within the organization.

Receptionist October 1989 – January 1999

Washington Office Center – Washington, D.C.

Greeted and welcomed visitors and clients with a friendly and professional demeanor, creating a positive first impression of the company.

Answered and managed a high volume of incoming calls, efficiently directing calls to appropriate personnel and providing courteous assistance to callers.

Handled general inquiries and provided accurate information about the company's services and offerings.

Managed the reception area, ensuring it was clean, organized, and presentable at all times.

Scheduled appointments and meetings, maintaining an organized calendar for smooth office operations.

Handled mail and packages, accurately sorting and distributing them to respective recipients.

Assisted in administrative tasks such as data entry, filing, and document preparation to support the smooth functioning of the office.

Proficiently operated office equipment, including fax machines, photocopiers, and printers, to meet the daily operational needs.

Demonstrated excellent interpersonal and communication skills, fostering positive relationships with clients, employees, and vendors.

Adhered to confidentiality protocols while handling sensitive information and maintaining client privacy.

EDUCATION

High School Diploma June 1988

McKinley Senior High School – Washington, D.C.