

Coralis Leypoldt

Receptionist

✉ coralis.leypoldt@gmail.com

☎ (139) 577-6647

📍 Hartford, CT

EDUCATION

Associate of Applied Science in Office Administration at Norwalk Community College

May 2019 - May 2023

Relevant Coursework: Business Communication, Office Management, Spreadsheet Applications, Records Management, and Administrative Procedures.

LINKS

[linkedin.com/in/coralisleypoldt](https://www.linkedin.com/in/coralisleypoldt)

SKILLS

Microsoft Office

Google Workspace

Multiline Phones

CRM Software

Scheduling Tools

Data Entry

Email Management

LANGUAGES

English

Russian

HOBBIES

Painting

Knitting

Gardening

PROFILE

Dynamic receptionist with 2 years of experience in managing front desk operations. Skilled in handling customer inquiries, scheduling appointments, and streamlining communication. Known for exceptional organizational abilities and maintaining a welcoming environment.

EMPLOYMENT HISTORY

● Receptionist at Marriott International, CT

Jun 2025 - Present

- Greeted and assisted over 150 guests daily, enhancing guest satisfaction scores by 20% through personalized service.
- Coordinated reservations and managed front desk operations, reducing check-in wait times by 30%.
- Trained and mentored a team of five new receptionists, resulting in a 15% improvement in team efficiency.
- Implemented an electronic filing system that decreased document retrieval time by 40%, streamlining administrative tasks.

● Front Desk Assistant at Hilton Worldwide, CT

May 2023 - May 2025

- Enhanced guest satisfaction scores by 15% through personalized service and swift resolution of complaints.
- Processed an average of 50+ check-ins and check-outs daily, ensuring seamless operations during peak hours.
- Trained and mentored 5 new front desk staff members, boosting team efficiency and cohesion.
- Implemented a streamlined reservation system that reduced booking errors by 20%.
- Collaborated with housekeeping and maintenance teams to ensure prompt room availability.

CERTIFICATES

Certified Administrative Professional (CAP)

Aug 2023

Front Desk Representative Certification

Jun 2022

MEMBERSHIPS

International Association of Administrative Professionals

National Association of Professional Receptionists