

# Veleda Cronic

## Receptionist

Experienced receptionist with three years in fast-paced environments, adept at managing front desk operations, enhancing visitor experience, and streamlining communication. Proven track record in multitasking and problem-solving, ensuring seamless day-to-day office functions.

[veleda.cronic@gmail.com](mailto:veleda.cronic@gmail.com) 

(444) 398-8971 

Colorado Springs, CO 

### Education

#### Associate of Applied Science in Office Administration at Pikes Peak State College

Nov 2017 - May 2022

Office Management,  
Business Communication,  
Spreadsheet Applications,  
Records Management, Office  
Procedures, and Customer  
Service.

### Links

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

### Skills

Microsoft Office

CRM Software

Multiline Phones

Google Workspace

Scheduling Tools

Data Entry

Zoom

### Languages

English

Bengali

### Employment History

#### Administrative Assistant at Hilton Hotels, CO

Mar 2025 - Present

- Spearheaded a project to streamline guest check-in processes, reducing wait times by 28% and enhancing overall guest satisfaction scores by 15%.
- Collaborated with cross-functional teams to implement an inventory management system, leading to a 22% decrease in supply costs over six months.
- Coordinated over 120 corporate events annually, increasing department efficiency by scheduling resources effectively and achieving a 98% client satisfaction rate.

#### Office Assistant at Marriott International, CO

Feb 2022 - Feb 2025

- Coordinated and streamlined over 200 monthly booking confirmations, reducing processing time by 15% through the implementation of a new digital filing system.
- Assisted in organizing quarterly team-building events for a department of 50 employees, increasing overall participation rates by 30% and enhancing team cohesion.
- Managed inventory control for office supplies, achieving a cost reduction of 18% by negotiating vendor contracts and optimizing order schedules.

### Certificates

#### Certified Administrative Professional (CAP)

Jul 2023

#### Front Desk Representative Certification (FDRC)

Mar 2022

### Memberships

International Association of Administrative Professionals

National Association of Professional Receptionists