

Bg Hellerud

Receptionist

✉ bg.hellerud@gmail.com

☎ (307) 504-3469

📍 New York City, NY

Education

Associate Degree in Office Administration at Monroe Community College

Dec 2018 - May 2023

Relevant Coursework: Office Management, Business Communication, Accounting Principles, Computer Applications, Records Management, and Human Resources Fundamentals.

Links

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

Skills

Microsoft Office

Multiline Phones

Scheduling Software

Email Management

Data Entry

Languages

English

French

Hobbies

Photography

Gardening

Painting

Profile

Enthusiastic receptionist with 2 years of experience, skilled in managing front desk operations and providing exceptional customer service. Quick learner, eager to embrace new challenges, improve efficiency, and enhance guest experiences. Strong communication and organizational abilities.

Employment History

Receptionist at Hilton Hotels, NY

Mar 2025 - Present

- Streamlined guest check-in process, reducing wait times by 25% through implementation of a digital registration system.
- Coordinated with the events team to manage over 50 large-scale conferences annually, enhancing client satisfaction scores by 18%.
- Developed a training program for new reception staff, resulting in a 30% improvement in onboarding efficiency and reduced turnover.
- Boosted customer feedback ratings by 20% by introducing personalized service touchpoints and proactive guest engagement strategies.
- Spearheaded the adoption of an upgraded reservation system, increasing booking accuracy and reducing operational errors by 15%.

Front Desk Clerk at Marriott International, NY

Feb 2023 - Feb 2025

- Enhanced guest satisfaction scores by 23% in one year through personalized service and proactive problem-solving, receiving recognition in quarterly performance reviews.
- Spearheaded a cross-departmental initiative to streamline check-in processes, reducing average wait time by 15 minutes, improving overall efficiency.
- Trained and mentored five new front desk associates, fostering a collaborative team environment that increased department productivity by 18%.
- Implemented an upselling strategy that boosted ancillary sales by \$4,750 per month, demonstrating adaptability and innovative thinking.

Certificates

Certified Administrative Professional (CAP)

Jan 2024

Medical Receptionist Certification

Feb 2022

Memberships

International Association of Administrative Professionals

National Association of Professional Receptionists