

Francia Torres

Front Desk Receptionist

Laveen, AZ 85339

torres.francia21@gmail.com

(602)501-7598

Friendly and prompt Front Desk Agent with good hands in using phone, computer and office equipment. Strong multitasking, communication and interpersonal skills. Capable of handling tasks simultaneously while delivering service with a smile.

Authorized to work in the US for any employer

Work Experience

Cashier

Dunkin' Donuts - Laveen, AZ

August 2019 to Present

- Received customer payments
- Took credit card and cash payments and offered change
- Resolved customer complaints and maintained a clean and tidy checkout area
- Greeted customers with enthusiasm and offered to take their orders, filling them quickly and correctly
- Stocked and maintained inventory levels according to store policies
- Completed purchases using Point of Sale systems

Front Desk Receptionist

Arizona State University Polytechnic Campus - Mesa, AZ

September 2016 to April 2017

- Received packages and mail that came to the front desk and dispersed them to the correct employees
- Maintained files and records with effective filing systems
- Made accommodations and travel arrangements for visitors
- Greeted persons entering the establishment and determined the nature and purpose of visit
- Sorted mail and other important data

Outreach Aide

School of Transborder Studies, Arizona State University - Tempe, AZ

August 2015 to May 2016

- Inform students about the variety of opportunities offered by the School of Transborder Studies
- Organize marketing supplies; create bookmarks, and prepare guest folders
- Organize event pictures and create holiday slideshow Transport items to event location utilizing golf cart
- Prepare materials for high school visits, including updating presentations and room set-up Assist with front office coverage by answering phones and greeting guests

Education

High School Diploma

Betty Fairfax High School - Laveen, AZ

May 2015

Skills

CLERICAL SUPPORT (2 years), Front Desk (2 years), Front Office (2 years), Bilingual, Receptionist (2 years), Customer Service Skills (4 years), Microsoft Office (5 years), CLERICAL (2 years)

Additional Information

Skills

Conflict resolution Interpersonal and written communication

Strong verbal communication Data analysis

Public speaking User interface understanding

Clerical support