

Miracle Lane

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SUMMARY

Customer focused office and information services professional with four years of directly related experience supporting reception, switchboard operations, visitor assistance, and administrative communications in education and community settings. Provides a dependable first point of contact for students, visitors, callers, staff, and community partners. Routes calls accurately, responds to **email inquiries**, reviews calendars, gives clear directions, and connects people with appropriate resources. Maintains web pages, event entries, online directories, and accessible PDF documents using **WCAG 2.1 AA** practices. Brings professional **telephone manners**, careful handling of confidential information, **organized work areas**, dependable attendance, and calm judgment during busy registration and event periods. Learns new software through training and peer support, communicates respectfully with varied audiences, and contributes practical solutions that keep front office service accurate, welcoming, and efficient.

EXPERIENCE

Office Services Coordinator

October 2024 - Present

Hillcrest Learning Center

Round Rock, TX

Supports a busy adult learning center through reception coverage, multi line phone service, student communication, calendar review, web updates, directory maintenance, accessible documents, records care, and dependable front office coordination.

- Managed **reception** and a multi line phone queue for students, instructors, **visitors**, and community partners.
- Routed calls and **email inquiries** across enrollment, advising, finance, instruction, and facilities contacts.
- Reviewed class and facility calendars before opening, providing current directions about rooms, **events**, and changes.
- Updated web pages, event listings, and **staff** directory entries through web based publishing tools.
- Remediated public PDF forms with **WCAG 2.1 AA** checks for headings, links, reading order, and alternative text.
- Protected student information while maintaining orderly records, safe work areas, and reliable coverage during registration periods.

Receptionist and Information Assistant

September 2022 - September 2024

Lone Star Community Arts Center

Austin, TX

Delivered front desk, **switchboard**, shared inbox, calendar, web application, and **administrative support** for public programs, classes, performances, rentals, and community events.

- Served as primary in person and telephone contact for patrons, **students**, instructors, vendors, and visitors.
- Operated a multi line switchboard, routing calls across registration, finance, facilities, programs, and leadership.
- Answered shared inbox questions with concise messages and escalated requests requiring program decisions.
- Used **word processing**, **email**, shared calendars, and web applications for notices, schedules, and contact records.
- Balanced independent desk coverage with team coordination during evening events and registration peaks.
- Maintained confidential information, organized workspaces, professional service, and **adaptability** during software updates.

PROJECTS

Accessible Information Desk Resources 📅 2025

Created a practical collection of accessible public forms and information pages, connecting clear content with easier service for visitors and staff.

Community Event Information Workflow 📅 2024

Improved event information handling through calendar review, contact updates, and consistent front desk communication for community programs.

LEADERSHIP & AWARDS

- Recognized for dependable front desk coverage during high demand registration and event periods.
- Commended for accurate visitor guidance, courteous telephone service, and practical support for colleagues.
- Selected as a trusted resource for accessible PDF preparation and online information updates.

EDUCATION

High School Diploma

2022

Round Rock High School GPA: 4.0

Round Rock, TX

Coursework: Written Communication, Computer Applications, Business Foundations, Interpersonal Communication

CERTIFICATIONS

- Microsoft Office Specialist: Associate 📅 2024

- Section 508 Trusted Tester Fundamentals 📅 2025

TECHNICAL SKILLS

- **Telephone Systems:** Multi line switchboards, call routing, interoffice calls
- **Office Software:** Microsoft Office, Word processing, email
- **Web Applications:** Web based applications, content publishing, online forms
- **Website Administration:** Web page updates, event entries, employee directories
- **Accessibility Standards:** WCAG 2.1 AA, Section 508, PDF accessibility
- **Document Remediation:** Reading order, headings, alternative text
- **Calendar Systems:** Campus calendars, shared calendars, event schedules
- **Communication Channels:** Telephone, email correspondence, shared inboxes
- **Front Office Systems:** Reception desks, visitor logs, office records
- **Customer Service Methods:** Professional telephone manners, visitor assistance, inquiry response
- **Information Services:** Admissions information, academic information, student services
- **Records Practices:** Confidential records, directory maintenance, organized files

SKILLS

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|--------------------------|------------------------|-----------------------|-------------------------|
| • Switchboard Operations | • Email Correspondence | • Web Content Updates | • Web Applications |
| • Reception | • Call Routing | • Online Directories | • Confidentiality |
| • Customer Service | • WCAG 2.1 AA | • Event Calendars | • Office Administration |
| • Visitor Assistance | • PDF Accessibility | • Word Processing | |

PROFESSIONAL AFFILIATIONS

- Adult learning community support through daily student and visitor service.
- Community arts programming support through reception, event information, and shared inbox coordination.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST