

MARIA ILARIA

Ewing, NJ 08618 (862)-283-7183 mariailaria101@gmail.com

Compassionate and experienced professional with a strong background in hospitality and office environments. Dedicated to making a positive impact in every role. Six years of experience in a high-end restaurant, resulting in exceptional customer service delivery and issue resolution. Maintains professionalism and grace at all times. Previous work in diverse settings, including a veterinary clinic and a psychiatrist's practice, has honed excellent communication, multitasking, and organizational skills. Passionate about helping others and strives to make a difference in every interaction by providing support, fostering relationships, and creating a welcoming atmosphere. Commits to going above and beyond, ensuring positive contributions to the team and the community.



WORK EXPERIENCE

Front Office Receptionist

05/2023 to 07/2024

Live Well Services

Yardley, PA

- Expertly manage high-volume phone calls, adeptly scheduling appointments and efficiently coordinating visitor flow
- Proficiently operate office equipment, including multi-line phone systems and visitor management software, to optimize productivity
- Excel in crisis management, maintaining composure in high-stress situations, and skillfully prioritizing urgent or emergency phone calls and inquiries
- Display resourcefulness by proactively identifying and implementing effective solutions to overcome challenges or obstacles, leveraging available resources to support both patients and team members.
- Reduced wait times for callers, promptly answering phone lines and directing calls as needed.
- Maintained a high level of professionalism while handling sensitive customer information, ensuring privacy and confidentiality.

Front Office Receptionist

02/2022 to 03/2023

Katz and Dog Animal Hospital

Montclair, NJ

- Efficiently managed front desk operations, ensuring smooth patient flow, and optimizing appointment scheduling for enhanced efficiency
- Skillfully handled a high volume of phone calls, consistently delivering excellent customer service by promptly addressing client inquiries
- Proficiently utilized veterinary software to maintain electronic medical records, schedule appointments, and manage patient information
- Displayed empathy when interacting with distressed pet owners, providing support and reassurance.
- Reduced wait times for callers, promptly answering phone lines and directing calls as needed.

- Ensured a welcoming atmosphere for guests with efficient check-in and check-out procedures.

Server

11/2015 to 12/2021

Ralph's Restaurant

Nutley, NJ

- Provided exceptional service to guests in a fast-paced, upscale restaurant, delivering prompt and friendly assistance to cater to a diverse clientele
- Played a key role in training new wait staff, sharing knowledge of restaurant policies and procedures
- Successfully implemented cross-selling techniques resulting in a notable 25% increase in appetizer and dessert sales
- Demonstrated a strong commitment to teamwork by assisting with various tasks to contribute to the team's overall success.
- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.
- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Collaborated with team members during busy shifts for efficient workflow and excellent guest experiences.



SKILLS

Efficient & Dependable

Strong Communication Skills

Quick Learner/Memorization

Conflict Resolution

Excellent Multitasker

Effective Time-Management

Sensitive information handling

EMR Systems

Adaptability

Team Player



EDUCATION

Southern New Hampshire University

Bachelor's

Psychology

New Hampshire

01/2023 to Present

Nutley High School

High school or equivalent

High School Diploma

Nutley, NJ

09/2015 to 06/2019



ADDITIONAL INFORMATION

Beyond the Resume

I am deeply passionate about helping others and committed to making a positive impact in my community and the world. I consistently strive to exceed expectations in all my responsibilities. Known for my efficiency, dependability, and strong time management skills, I excel at juggling multiple tasks while maintaining a high standard of quality.

My empathetic nature drives me to seek out opportunities to support those around me, whether it's as a front desk receptionist, managing appointments, or serving as an advocate for individuals in need. I believe that every interaction is a chance to make a difference, and I am eager to gain more experience in roles that allow me to uplift and assist others.

In addition to my professional skills, I enjoy volunteering and participating in community service initiatives. I'm always looking for ways to engage with others, whether through mentoring, organizing events, or simply being a listening ear. My goal is to continue developing my skills in service-oriented roles, where I can contribute positively and inspire those around me.

References *(Contact Information Upon Request)*

- Gus Stopakis - Previous Manager at Ralph's Restaurant
- Professor Lisa Jacobsky - Previous Professor at Southern New Hampshire University
- Drew Kilpatrick - Volunteer Coordinator at Psychiatric Facility
- Alyssa Dae 'Maestro - Previous employee and coworker at Ralph's Restaurant



LINKS

<https://www.linkedin.com/in/maria-ilaria-116a56236/>