

Myiesha Ferguson

Customer service / Guest services

Philadelphia, PA 19124

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(267)882-5197

Authorized to work in the US for any employer

Work Experience

Front Desk Receptionist

Massage Envy - Philadelphia, PA

June 2018 to October 2018

- Answering phone calls.
- Setting and checking members and guests in and out for appointments.
- Greeting members and guests upon arrival.
- Re-engaging inactive members.
- Keeping management apprised of member concerns and following manager's policies, procedures and direction.
- Staying updated on retail products and promotions.
- Recognizing and supporting team goals and creating and maintaining positive relationships with team members.
- Assists in administrative tasks including filing, member folder maintenance, and data entry of client records and surveys.
- Assists in maintaining cleanliness of therapy rooms, common areas and store room.
- Various duties as assigned by Clinic Management.

Restaurant Manager/ Guest services

Reddy's Restaurant - Philadelphia, PA

June 2012 to June 2018

- Manage, distribute, and adjust workflow
- Provide prompt resolution to escalated and routine customer inquiries
- Evaluate, develop, and implement improved procedures to streamline efficiencies
- Manage financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Plan menus by consulting with chefs; estimates food costs and profits; adjusts menus
- Control costs by reviewing portion control and quantities of preparation; minimizing waste; ensuring high quality of preparation

- Responsible for progressive discipline with regards to attendance, performance, and all aspects of company policy up to and including termination

Food Server/Customer Service

School District of Philadelphia - Philadelphia, PA

September 2011 to 2016

- Place food servings on plates and trays according to orders or instructions.
- Prepare food items such as sandwiches, salads, soups, and beverages.
- Clean and sterilize dishes, kitchen utensils, equipment, and facilities.
- Examine trays to ensure that they contain required items.
- Monitor food distribution, ensuring that meals are delivered to the correct recipients and that guidelines such as those for special diets are followed.
- Monitor food preparation and serving techniques to ensure that proper procedures are followed.

Receptionist

AJL - Philadelphia, PA

September 2010 to 2011

- Operate multi phone lines, email and fax
- Coordinate and execute client appointment scheduling
- Contact clients confirm and cancel appointments
- Informs management of clients cancelation or additional input of adjustments on computer scheduling
- Transfer clients to other stylist
- Complete front end of billing and payment
- Filing important financial documents
- Print work schedule for all employees
- Assist in various work related projects and assignments
- Maintain inventory and supply
- Process payments

Receptionist/Greeter

Three Dimensions Hair Studio - Chestnut Hill, PA

January 2007 to June 2010

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed

Receptionist / Front desk

Parkview Hospital - Philadelphia, PA

September 2006 to 2007

Admission/ Front desk

- Responsible for checking patients in and out and verifying insurance coverage
- Able to operate a Multi-phone line
- Updating patient chart information
- Faxing paperwork to designated offices

- Calling patients to confirm appointments

Education

Frankford High School - Philadelphia, PA
September 2002 to 2006

Skills

RECEPTIONIST, CUSTOMER SERVICE, RETAIL SALES, ACCESS, BUDGETS

Additional Information

Skills-

Microsoft Office (Word, Access, Excel, Outlook, PowerPoint & Publisher), Multi-line phone operation proficiency, People Management, Planning, Foster Teamwork, Customer Service, Developing Budgets, Self-Motivated, Energy Level, Multi-tasking, Resolving Conflict, Verbal Communications