



Rosella Joseph

Milwaukee, WI 414-399-6953 rosellajoseph2@gmail.com

PROFESSIONAL SUMMARY

Oral and written communication Problem-solving skills Attention-to-detail Highly organized Front Desk Receptionist with exemplary multitasking, time management and customer service skills. Responsible professional willing to go extra mile to assist others with solving problems.

SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.)
- Exceptional ability to multitask and focus on tasks at hand
- Capable of working independently or with a group
- Proficient on computers and able to type 40+ words per minute
- Professional in appearance and demeanor
- Organized and thorough in all work
- Telephone etiquette
- Office administration
- Decision-Making Abilities
- Sensitive Information Handling

WORK HISTORY

FRONT DESK RECEPTIONIST

04/2022 to 11/2022

Cambridge | New York, NY

- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Checked COVID Vaccination Status
- Transcribed phone messages and relayed to appropriate personnel.
- Checked and verified photo identification prior to granting facility access.
- Screened individuals

FRONT DESK RECEPTIONIST

02/2021 to 04/2022

Brooklyn Adult Care Center | NY

- Greeting and welcoming guests and providing them with a positive first impression of the organization
- Maintaining security and telecommunications systems
- Keeping office secure by following procedures, monitoring logbooks, and issuing visitor badges
- Complying with procedures, rules, and regulations on keeping a safe and clean reception area
- Documenting and communicating various actions, irregularities, and continuing needs
- Contributing to the team by accomplishing tasks as needed
- Providing administrative and clerical support

- Preparing letters and documents
- Receiving and sorting mail and packages
- Scheduling appointments and maintaining appointment calendar
- Planned coverage needs and organized services to support incoming special events.
- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Contacted housekeeping staff and maintenance department immediately to resolve resident room issues.

OFFICE ASSISTANT/RECEPTIONIST

01/2016 to 01/2020

University Of Wisconsin | Milwaukee

- Office of the Chancellor and Provost, Greet and welcome guests in person and on phone; answer and direct inquiries to designated location
- Maintain logbooks, including sign-in/out logs, front desk expenditures, and calls received
- Data Entry
- Filing documents alphabetically
- Pick up and sort daily incoming correspondence and deliver sorted mail to addressees
- Typed meeting agenda and reports from handwritten notes
- Photocopied and scanned documents
- Completed administrative tasks
- Filled in for receptionist on days she was absent or left early
- Greet and welcome guests in person and on phone; answer and direct inquiries to designated department.

RETAIL SALES ASSOCIATE

08/2014 to 12/2016

Burlington Coat Factory | Milwaukee, WI

- Assist customers in person and telephonically
- Deal with customer inquiries and complaints
- Issue refunds and credits
- Provide an outstanding customer service experience by using consultative skills to anticipate customer needs suggesting alternatives finding solutions to meet customer needs
- Maintain a safe clean orderly retail center
- Releases merchandise stored in layaway to customer upon receipt of final payment
- Helps customer start a layaway

STUDENT TELEFUNDRAISER

01/2015 to 05/2015

Alverno College | Milwaukee, WI

- Contacted Alverno alumnae by telephone with specific goal of securing financial contributions through the Alumnae Rise Campaign
- Update prospect records and provide current information to alumnae

- Recorded all gifts and pledges, and update prospect records as necessary in the following areas: names, spelling, addresses, telephone numbers, and spouse information
- Is responsible for accurately capturing and recording demographic changes, gifts, and pledges
- In addition, credit card account numbers and expiration dates, refusals, and any other pertinent information gathered during phone calls.
- Researched and identified potential donors.

INTERN

07/2013 to 08/2013

Milwaukee Art Museum, High School Teen Paid | Milwaukee, WI

- Learned about the importance of having art museums in the community
- Studied different kinds of art and cultures
- Absorb different careers possible at an art museum
- Met different people and shared experiences about art
- Hands on training of career skills needed in the workforce
- Took part in-group project with fellow internships video that focused on explaining the importance of museums to the community
- Work-study experience with visitor experience department assisting with survey collection and data entry.

EDUCATION

Bachelor of Arts | Fine Arts

2019

University of Wisconsin - Milwaukee, Milwaukee, WI

- Dean's List Spring 2018
- Dean's List Spring 2019
- GPA: 3.4/4.0

High School Diploma

05/2014

Rufus King IB High School , Milwaukee, WI