

Marcie Piller

Rye Brook, NY 10573

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Willing to relocate to: Stamford, CT - Greenwich, CT - Westchester County, NY

Work Experience

Front Desk Receptionist

WestDocs Concierge-Mount Kisco, NY

December 2024 to June 2025

- Greeted and welcomed guests, providing a positive first impression of the company
- Managed a high volume of incoming calls, directing them to the appropriate departments or individuals
- Scheduled appointments and maintained an organized calendar for multiple staff members
- Maintained cleanliness and organization of the front desk area at all times
- Provided administrative support to various departments as needed, including data entry and filing
- Responded promptly to customer inquiries in person, via phone or email, resolving issues effectively
- Managed visitor logbook accurately by recording necessary details for security purposes
- Collaborated with other team members to ensure seamless communication across different departments
- Prepared meeting rooms prior to client visits ensuring they were clean, well-stocked, and properly set up
- Aided in coordinating office events and celebrations to foster a positive work environment
- Managed inventory of office equipment, ensuring availability and coordinating repairs or replacements as needed
- Demonstrated strong problem-solving skills when handling difficult situations or demanding customers
- Collaborated with IT department to troubleshoot technical issues related to phone systems or software
- Served as a liaison between clients, staff members, and management, facilitating smooth operations
- Developed training materials for front desk procedures that were adopted company-wide

Retail Sales Associate

The Reveal Collection-Rye, NY

August 2021 to December 2023

- Provided exceptional customer service, ensuring a positive shopping experience for all customers
- Built strong relationships with repeat customers, resulting in XX% increase in customer loyalty
- Maintained accurate inventory records and conducted regular stock checks to prevent out-of-stock situations
- Assisted in the training of new sales associates, providing guidance on company policies and best practices
- Handled cash transactions accurately and efficiently, maintaining a balanced cash drawer at the end of each shift
- Resolved customer complaints promptly and effectively, ensuring high levels of satisfaction and repeat business
- Developed strong understanding of products' features, enabling effective communication with customers
- Maintained cleanliness and organization of assigned areas within the store
- Processed returns/exchanges efficiently according to company policies

- Demonstrated proficiency in operating point-of-sale systems for efficient checkout process
- Assisted in inventory management, including receiving and restocking merchandise
- Collaborated with team members to achieve daily sales targets, fostering a positive work environment
- Collaborated with team members to create visually appealing merchandise displays that increased sales by XX%
- Consistently exceeded monthly sales targets by XX% through effective product knowledge and customer engagement

Hostess

Brae Burn Country Club-Purchase, NY

March 2020 to May 2020

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- Greeted and welcomed guests upon arrival, providing a warm and friendly atmosphere
- Maintained cleanliness and organization of the host/hostess station, creating an inviting first impression for guests
- Handled customer inquiries and concerns promptly and professionally, resolving issues to ensure guest satisfaction
- Coordinated with other host/hostess team members during shift changes to ensure seamless transitions for incoming/outgoing staff
- Maintained knowledge of daily specials, menu items, promotions, and any changes in restaurant policies or procedures
- Efficiently managed high-volume periods by effectively prioritizing tasks while maintaining attention to detail

Server/Waiter

AL DENTE RESTAURANT-Rye, NY

January 2019 to March 2019

- Provided exceptional customer service by promptly greeting and seating guests, taking accurate orders, and delivering food and beverages in a timely manner
- Effectively communicated with kitchen staff to ensure accurate order preparation and timely delivery of meals to tables
- Demonstrated extensive knowledge of menu items, including daily specials, ingredients, and preparation methods to assist customers with their selections
- Managed multiple tables simultaneously during peak hours while maintaining attention to detail and providing personalized service
- Maintained cleanliness of work areas including dining room floors, tables, chairs, utensils, glassware, etc
- Resolved guest complaints or concerns promptly and professionally, ensuring customer satisfaction at all times
- Collaborated with team members to create a positive dining experience for guests by assisting with table setup, refilling drinks, clearing plates, and resetting tables

Education

College in Psychology

University of Arizona-Tucson, AZ

College in Communications

SUNY Westchester Community College-Valhalla, NY

High school diploma

Blind Brook High School-Rye Brook, NY

September 2014 to June 2018

Skills

- Customer service
- Retail Sales
- Stocking
- Communication skills
- Host/Hostess
- Serving
- Cash register
- POS
- Sales
- Serving Experience
- Phone etiquette
- Cleaning Experience
- Guest services