

**Tanisha M. Evans**

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**PROFILE**

Front Office Support specialist seeking service as a Hotel or Lobby Front Desk, Administrative Assistant, Records/ File Clerk, Client Service or Recreational Activities Coordinator, or similar position

**HIGHLIGHTED ACHIEVEMENTS & QUALIFICATIONS**

- **7 years of Administrative Support experience, including 4 years in Front Desk Reception**  
Screened up to 100 + people and dozens of calls daily mail and maintenance contractors, and improved resident compliance with notices or rules. Also supported homecare client daily with scheduling medical or personal appointments, call screening, online research alphanumeric filing of bills or correspondence , purchase, stocking and cleaning.
- **Well liked for highly outgoing, caring communication:** Greeted and helped 500+people weekly with a smile, positive, polite, helpful, patient, and calm under pressure.

**DAILY ACHIEVEMENTS DETAILS**

Reception /Customer Services

- **Directed up to 30 calls daily** on up to 12 lines, and politely provided information about room availability, resident or staff availability , building amenities, location, and resident responsibilities.
- **Welcomed and checked in new residents**, including verifying room booking and guest identification , logging relevant information in logbooks and database records, providing room key and directions, and information about nearby services or transportation.
- **Screened and got to know all the residents, contractor's and visitors daily** for a residential hotel and office building, while checking visitors or deliveries.
- **Ensured 100% residents security** by screening visitors according to regulations and restricted guest lists. Explaining house rules, monitoring live video feeds and reporting emergencies immediately.
- **Screened daily calls, visitors and mail** for senior homecare client, and confirmed appointments

Clerical Support

- **Prepared daily activity reports** that detailed any residents violations, incidents, or complaints
- **Sorted dozens of daily messages, faxes and mail**, and distributed items to colleagues.
- **Improved efficiency of filing systems:** alphanumerically filed over 1,000 documents, labeled or relabeled file folders, pulled old files, and corrected previously misfiled records.
- **Maintained a clean, well- stocked lobby**, including straightening up desk papers and logbooks dusting, and refilling paper in copier, printer, or fax machine , as needed .

- **Oversaw daily reminders and schedule** for homecare client, including scheduling or confirming medical appointments, prescription refills, and timely medication assistance at correct doses.

#### **RECENT SERVICE**

<b>Food Courier</b>	<b>DoorDash</b>	<b>6/17 - Present</b>
<b>Administrative Assistant</b>	<b>Urban Strategies</b>	<b>10/15 - 4/16</b>
<b>Receptionist/ Desk Clerk</b>	<b>Solutions SF/Community Housing Partnership</b>	<b>5/13 -1/14</b>
<b>Home Care Worker</b>	<b>In Home Supportive Services, San Francisco</b>	<b>1/08 -1/11</b>

#### **EDUCATION / TRAINING**

**Job Skills Certificate,** Workforce Development Division Career Link Center, San Francisco

**Desk Clerk Training Certificate,** Solutions S.F. San Francisco , CA 2013

**Diploma ,** Mc Ateer High School , San Francisco ,CA 1999