

Alissa C

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Professional Summary

Professional and personable administrative professional with experience in front-desk operations, customer service, scheduling, and office coordination in fast-paced environments. Skilled in communication, multitasking, organization, and creating welcoming experiences for clients and guests. Strong ability to manage phones, appointments, records, and administrative tasks while maintaining professionalism and efficiency.

Core Skills

- Front Desk Administration
- Customer Service
- Scheduling & Calendar Management
- Microsoft Office & Microsoft 365
- Microsoft Outlook & Excel
- Data Entry & Record Keeping
- Professional Communication
- Multi-line Phone Systems
- Organization & Multitasking
- Office Coordination
- Insurance Verification
- Problem Solving

Professional Experience

Patient Coordinator | Collins Endodontics | 2025–Present

- Managed front-office operations including patient scheduling, phones, insurance verification, and payment processing.
- Provided professional and compassionate customer service in a fast-paced office environment.
- Maintained accurate records and coordinated communication with patients and referring offices.
- Handled sensitive information with professionalism and attention to detail.

Front Office Receptionist | United Portable Buildings | 2020–2022

- Managed front-desk operations including answering phones, scheduling appointments, greeting customers, and handling office communication.
- Maintained records, handled correspondence, and supported daily office workflow.
- Provided excellent customer service while multitasking in a busy office setting.
- Coordinated communication between departments and clients to ensure efficiency.

Substitute Teacher | Texas School Districts | 2023–Present

- Adapted quickly to changing environments while maintaining professionalism and organization.
- Managed multiple responsibilities and communicated effectively with staff and students.
- Demonstrated reliability, flexibility, and strong problem-solving skills.

Barista | Mojo Coffee Company | 2023

- Delivered exceptional customer service in a high-volume environment.
- Handled transactions, maintained organization, and worked efficiently with team members.
- Built strong communication and multitasking skills.

Education

Austin Community College — Studies in Science, Business, and Communications

Indiana Bible College — Biblical Studies

Lampasas High School — High School Diploma