JULIAN MERCER

RECEPTIONIST

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PROFESSIONAL SUMMARY

Receptionist with 5+ years welcoming visitors and managing multi-line phone systems for professional-services and healthcare offices. Delivers a warm, composed first impression while handling security checks, mail, scheduling, and routine requests quickly and accurately.

PROFESSIONAL EXPERIENCE

Front Desk Receptionist Sep 2022 - Present
Deloitte, Chicago, IL

- Greeted and badged an average of 120 daily visitors, keeping check-in under two minutes during peak client-meeting hours.
- Managed a 40-line Cisco phone system and routed calls to the correct team on the first attempt about 96% of the time.
- Booked and set up 15 conference rooms daily, resolving double-bookings through a simple confirmation checklist.
- Coordinated package deliveries and courier pickups with a shared log and same-day notifications that cut missing-item inquiries to near zero.
- Trained and scheduled two backup receptionists for lunch and holiday coverage, so the front desk was never unattended during client hours.
- Escalated building access and security concerns to facilities promptly, supporting a clean record on visitor-policy audits.
- Sorted and distributed incoming mail and deliveries to 200 employees each morning, keeping the lobby clear and packages logged within an hour.

Medical Receptionist Mar 2021 - Aug 2022
Northwestern Medicine, Chicago, IL

- Checked in 60+ patients a day, verifying insurance and demographics in Epic and reducing registration errors 18%.
- Answered a high-volume phone line, scheduling and rescheduling appointments while keeping average hold time under 90 seconds.
- Followed HIPAA privacy practices for records, messages, and waiting-room conversations without a single compliance finding.
- Sent appointment reminders and confirmed next-day schedules, helping reduce no-shows by about 10%.
- Handled walk-in patients and urgent questions calmly, directing clinical concerns to nurses within a minute of arrival.
- Collected copays at the front desk and balanced the daily cash drawer with no discrepancies over twelve months.

CORE SKILLS

Visitor management | Phone systems | Multi-line routing | Appointment scheduling | Customer service | Mail and package handling | Conference room booking | Epic | Microsoft 365 | HIPAA awareness | Active listening | Professional communication | Data accuracy | Calm under pressure

EDUCATION

Associate Degree in Business Administration, Harold Washington College, Chicago, IL

CERTIFICATIONS

Customer Service Fundamentals Certificate | CPR and First Aid