

Shalini Fernandes

Senior Receptionist and Front Office Coordinator

Bengaluru, Karnataka · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Receptionist with nine years of experience running front desks for corporate offices, including a 1,200-seat technology campus. Manages visitor access, the switchboard, meeting room bookings and courier desk, and supervises two junior receptionists. Known for calm handling of client visits, VIP arrivals and security protocols, with strong English, Kannada, Konkani and Hindi.

SKILLS

Corporate front desk · Visitor management systems · EPABX switchboard · Meeting room booking · VIP and client visits · Courier and mail desk · Security and access protocols · Vendor coordination · MS Outlook and Excel · Team supervision

EXPERIENCE

Senior Receptionist and Front Office Coordinator — Technology services company campus, Bengaluru

5 years · current

- Run the main lobby with two receptionists, checking in around 150 visitors, interview candidates and vendors a day.
- Moved visitor entry from paper registers to a digital system with ID scans and pre-registration by hosts.
- Coordinate client and leadership visits with security, catering and IT, including welcome boards and meeting rooms.
- Manage booking rules for 40 meeting rooms and resolve conflicts between teams with fair, quick decisions.

Receptionist — Law firm, Bengaluru

3 years

- Handled the switchboard, client arrivals and partner calendars with strict confidentiality.
- Maintained the courier log for court documents, making sure urgent filings left on time.
- Organised conference room bookings and refreshments for client meetings.

Front Desk Associate — Business hotel, Mangaluru

1 year

- Checked in guests, handled reservations and answered queries about local travel.
- Resolved room complaints with housekeeping and recorded handovers for the next shift.

EDUCATION

B.A. in Communication — Autonomous college, Mangaluru

Diploma in Front Office Operations — Hotel management institute, Mangaluru

CERTIFICATIONS AND REGISTRATIONS

- Basic First Aid, certified training course
- Fire Warden Training, building safety course

PROJECTS

- Digital visitor system rollout — trained 20 security staff and receptionists across two buildings
- Front desk handbook — wrote standard steps for visitors, deliveries and emergencies

LANGUAGES

English · Kannada · Konkani · Hindi