Danielle Hollis

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My Key Qualifications

- **7 years leading reception** across Paul Weiss, AlixPartners, and a corporate office, all in New York.
- Currently **Senior Receptionist at a global law firm**, running front-of-house, phone coverage, and conference center coordination.
- Introduced **weekly reception reporting** tracking 220 to 280 weekly visitors, call volume, and room usage for office leadership.
- Cut new-hire ramp from 6 weeks to 4 with a documented **onboarding guide** covering phone etiquette, confidentiality, and scheduling.
- Raised same-minute live answer coverage **from 82% to 94%** by reworking call routing and backup coverage plans.
- Handled **24 VIP client visits in one year** with zero reception-related service escalations, coordinating security and catering.
- Advanced **Microsoft Office** daily use: Outlook, Word, Excel, and Teams, plus Envoy visitor management and multi-line phone systems.

Experience

Senior Receptionist — **Paul, Weiss, Rifkind, Wharton & Garrison LLP**, a global law firm

May 2022 – Present · 4 yrs 6 mos

- Lead day-to-day reception operations for the New York office: front-of-house coverage, visitor flow, multi-line phone handling, and executive-level client service for attorneys and their clients.
- Improved conference center coordination for attorney and client meetings by standardizing pre-meeting confirmations, setup checks, and communication with Office Services and Facilities, cutting same-day room change disruptions from 8 per month to 3.
- Reworked front-desk coverage and escalation procedures for high-volume periods, raising same-minute live answer coverage from 82% to 94% with updated call-routing steps, backup coverage plans, and handoff guidelines for urgent requests.
- Built a structured onboarding guide covering phone etiquette, visitor standards, confidentiality practices, and scheduling procedures, cutting new-hire ramp time from 6 weeks to 4 weeks for junior reception staff.
- Introduced weekly reception reporting for office leadership, tracking 220 to 280 weekly visitors, call volume, room usage, and service issues in Excel for 12 consecutive months.
- Supported VIP client visits and board-style meetings with tighter pre-arrival planning, delivering 24 high-priority visits in one year with zero reception-related service escalations.

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Lead Receptionist — **AlixPartners**, a global consulting and advisory firm

Jan 2019 – Apr 2022 · 3 yrs 3 mos

- Led reception coverage for the New York office, managing schedules and serving as senior point person during peak visitor periods for executives and clients.
- Streamlined guest arrival coordination for executive and client meetings by adding pre-arrival host confirmations and room readiness checks, cutting average guest wait time from 6 minutes to 3 minutes.
- Improved handling of sensitive incoming calls for senior leaders by updating routing notes and escalation steps for executive and client-facing requests, reducing repeat transfers on priority calls from 5 per week to 1.
- Formalized reception coverage schedules and backup desk assignments through shift plans and cross-training of administrative staff, dropping uncovered desk intervals from 9 incidents per quarter to 1.
- Coordinated conference room readiness and executive guest arrivals in partnership with Facilities and IT, supporting a professional services office with steady high-touch client traffic.

Receptionist — **The Durst Organization**, New York commercial real estate developer and operator

Mar 2016 – Dec 2018 · 2 yrs 9 mos

- Answered multi-line phones and greeted visitors while maintaining daily guest logs, and improved logging accuracy by reviewing sign-in fields at arrival and reconciling entries at day end, cutting incomplete guest log entries from 10 per month to 2.
- Prepared 15 to 20 conference room setups per week for busy office days, tracking room schedules and coordinating setup timing with office services staff, with no missed same-day requests in the final quarter.
- Handled daily office support including mail handling and supply restocking, keeping front-desk coverage consistent for the corporate office.

Education

- **Baruch College** — Bachelor of Arts in Corporate Communication · 2011 – 2015

Skills

- **Front-of-House Operations:** Reception Operations, Visitor Management, Conference Room Scheduling, Coverage Planning, Executive Client Service, Confidentiality, Staff Training
- **Tools & Systems:** Envoy, Multi-line Phone System, Microsoft Outlook, Microsoft Excel, Microsoft Teams