



# Joana Hondo

Receptionist, Social Media Assistant

London, UK

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## Languages

English (Fluent)

Spanish (Native)

## About

I am a dynamic professional with extensive experience in receptionist duties, social media management, and administration. Throughout my career, I have sharpened my skills in organization, communication, and creative content creation, allowing me to effectively engage with audiences and maintain brand integrity. As a collaborative team player, I am committed to excellence and thrive in environments where operational efficiency and customer engagement are vital. In addition to my professional experience, I am currently pursuing my degree as a part-time online university student. This arrangement provides me with the flexibility to work any day and ensures that I can balance my academic commitments with my professional responsibilities.

### BRANDS WORKED WITH

Cross fit Coslada

Got2Smile

Ivy Asia St

Rawlings Opticians

## Experience

### Clinic Manager, social media assistant

Got2Smile | Feb 2023 - Feb 2024

- Managed administrative tasks, ensuring smooth daily operations.
- Appointment scheduling, inventory management
- Treatment procedures Teeth Whitening Specialist
- Utilised social media platforms, specifically Instagram,
- To engage with customers and showcase clinic services.
- Created engaging content, photo and video editing,
- Promote the clinic service through customer engagement.



### Optician Assistant/Receptionist

Rawlings Opticians | Nov 2022 - Feb 2023

- Managed administrative tasks, dealing with email correspondence.
- Customer service tasks, ensuring a professional service is provided.
- Inventory upkeeping with clinical material at expected level.
- In case of customer concerns are raised ensure appropriate escalation is done immediately.
- Collaborated with the clinical team to ensure seamless experience to our patients.

### Receptionist

Ivy Asia St | May 2022 - Nov 2022

- Managed reservations and seating arrangements,
- Handled customer inquiries with professionalism in a fast-paced up-scale restaurant chain.
- Coordinated with the service team to ensure smooth operations and timely service delivery.
- Ensuring a welcoming atmosphere to our guests.

### Receptc

Cross fit Coslada | Jul 2015 - Aug 2015

- Managed administrative tasks, ensuring smooth daily operations.
- Handled customer inquiries and provided exceptional service.
- Implemented strategies to improve
- Operational efficiency and streamline processes.
- Run sport activities with local schools attracting new members

## Education & Training

2022 - 2026

### Anglia Ruskin University

Digital marketing and Business ,

