

# Joel Barkley

## Profile

Friendly and outgoing customer service specialist excelling in full spectrum concierge and front desk duties. Over 20 years experience in customer service in multiple industries. Organized, detail-oriented, collaborative team player.

## Experience

### Front Desk Receptionist - American Swedish Institute - 2022 - Current

Greeting visitors, managing multiple phone line system, general administrative support responsibilities. Assisting patrons, members and visitors, receiving guests, deliveries and service personnel.

### Front Desk Receptionist - Providence Place - 2022 - Current

Greeting visitors, managing multiple phone line system along with concierge and general reception duties in an assisted living-rehabilitation nursing facility. Monitoring incoming calls, deliveries and service personnel. Responding to emergencies, assisting nursing staff and emergency services personnel.

### Front Desk Receptionist - Parkshore Senior Campus - 2021 - 2022

Greeting visitors, managing multiple phone line system, general administrative support responsibilities. Assisting patrons, members and visitors, receiving guests, deliveries and service personnel.

### Designer - Indulge and Bloom in Gaviidae 2018-2020

Custom designs, weekly house account design production creating fresh cut contemporary arrangements, merchandizing, customer service and retail space management, buying, loss prevention, inventory and quality control as pertaining to retail space needs. Laid off Due to Covid19 city wide mandated lockdown.

### Skyscape Condominiums - 2017-2018

Front Desk Attendant greeting and attending to the needs of residents and visitors in an upscale high-rise condominium property. Monitoring incoming calls, deliveries and service personnel. Maintaining lobby presentation and amenities, security rounds.

### Concierge/Stage Door Attendant Guthrie Theater 2010-2018

Greeting visitors, managing multiple phone line system along with concierge and general reception duties. Coordinating multiple administrative support responsibilities. Monitoring shipping/receiving and emails for corporate and artistic staff. Working closely with Front of House, Security (security being a primary duty at Stage Door) all in a busy multi-tasking environment

## Education

Iowa State University - Four Year Program - Graphic Design and Fine Art.

## Skills

Proficient in Mac and Windows operating systems, Excel, Outlook, Sharepoint, Adobe Creative Suite, Excel, Outlook, multiple line phone systems and multiple other computer programs including a basic proficiency with Google Docs and iCloud.

## Awards

2015 Minnesota State Arts Board \$10,000 Artist Initiative Grant, 2021 Rome Music Video Awards - Best Experimental Music Video, 2021 Monthly Future of Film Awards - Best Experimental Film, 2021 Pure Magic International Film Festival - Best Experimental / Art Film, 2021 After Hour Film Festival - Best Experimental Short Film, 2021 World Film Carnival Singapore - Best Experimental Film. Universe Beyond Time (UBT) independent film Trailer: <https://vimeo.com/570295481> Film: <https://vimeo.com/552366754>

## Referrals

Sue Kotila - Head of Visitor Services Guthrie Theater 612-225-6279

Hilary Stelner - Director of Development Theater Latte Da 612-339-3003

Peter Smith - Wells Fargo Systems Writer 612-669-2584