

Joel Barkley

Customer Service Specialist

Minneapolis, MN | +1 763 334 1766 | joelbarkley@yahoo.com

Professional summary

Engaging and outgoing customer service specialist excelling in full spectrum concierge and front desk duties. Organized, motivated, detail-oriented, collaborative team player. Thirty plus years customer service experience.

Authorized to work in the US for any employer

Work experience

Front Desk Receptionist

Providence Place Senior Living | Minneapolis, MN

April 2022 to Present

Front Desk Attendant attending to the needs of residents and visitors at a 165 bed assisted living facility with Transitional Care Unit, Dialysis Lab, and Memory Care Unit. Directing emergency services arrivals and departures, deliveries and service personnel. Maintaining lobby presentation and amenities. Monitoring residents and Transitional Care Unit patients, managing multiple phone lines, shipping and receiving, filing, interdepartmental communication, etc. As per LifeSpark contract for this position I successfully completed entry level nurses training courses quarterly via Relias for the past four years.

Visitor Services Associate - Front Desk

The American Swedish Institute | Minneapolis, MN

April 2022 to September 2026

Visitor Services - Greeting visitors, directing guests, answering questions, ticket sales, tours, and general information, monitoring multiple phone line system, providing membership services, assisting students with coursework selection and purchases, general upscale customer service duties, seasonal large scale event assist.

Front Desk Receptionist

Parkshore Senior Campus | Saint Louis Park, MN

December 2021 to April 2022

Answering phones, monitoring emails, greeting visitors, security rounds, light maintenance, filing, wellness checks, working with emergency services, assisting residents, snow removal, monitoring security camera feeds, working in Outlook, Sharepoint, Xcel.

Concierge/Stage Door Attendant

The Guthrie Theater | Minneapolis, MN

August 2010 to July 2018

As a member of FOH and stage door attendant I navigated a multi-tasking fast paced customer service environment managing multiple phone lines, multiple departmental radio system, attending to board members, theater staff, VIPs and performers, while managing shipping and receiving, daily mail distribution, FOH coordination and assisting security personnel.

Front Desk Attendant

Skyscape Condominiums | Minneapolis, MN

October 2017 to April 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.

Education

Fine Art (Four Year Program)

Iowa State University | Ames, IA

August 1984 to May 1989

Skills

Point Click Care, Relias, Word, Outlook, Adobe Creative Suite, Windows, MAC OSX.

Microsoft Office

Adobe After Effects

Adobe Photoshop

Design Course Teacher

Customer Service

Organizational Skills

Entry Level Nurses Training

Video Editing

Microsoft Outlook

Awards

Independent Film Awards

January 2023

Thirteen time award winning, IMDb listed, film Universe Beyond Time screening in twelve different countries world wide: Best Experimental film, Best Music Video via FilmFreeway.

<https://filmfreeway.com/JoelBarkley>

Minnesota State Arts Board \$10,000 Artist Initiative Grant

November 2014

\$10,000 Project grant for artists at all stages of their careers, to support artistic development, nurture artistic creativity, and recognize the contributions individual artists make to the creative environment of the state of Minnesota

<https://www.arts.state.mn.us/grants/2015/2015-awarded-ai.htm>

Certifications and licenses

Driver's License