

Rebecka Jean-Baptiste

Hampton, Ga

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PROFESSIONAL SUMMARY

Detail-oriented administrative and client services professional with 4+ years of experience supporting front desk operations, scheduling, billing, call center workflows, and customer relations in healthcare, education, and service-based environments. Known for strong organization, clear communication, and the ability to manage high-volume schedules while maintaining a positive client experience. Seeking a stable role with growth opportunities where administrative and people-facing skills can be effectively utilized.

PROFESSIONAL EXPERIENCE

Career Advisor

Empire Education Group (Empire Beauty School) — Remote
Full-Time | 2024

Served as first point of contact for prospective students through inbound and outbound calls
Built rapport with prospective students and guided them through program inquiries and scheduling
Managed appointment setting and call transfers using multiple CRM and scheduling platforms
Entered and maintained accurate student information using Excel and internal systems
Supported enrollment and admissions workflows in a fast-paced remote call center environment

Guest Relations / Front Desk Concierge

Mint Dentistry — College Park, GA
Full-Time | Oct 2021 - Mar 2022

Managed daily patient schedules and maintained accurate appointment logs
Coordinated patient payments, financial agreements, and insurance claims
Checked patients in and out while maintaining HIPAA compliance
Prepared and maintained new patient documentation and records
Tracked clinical licenses and certifications to ensure regulatory compliance
Supported clinical staff and assisted with incident reporting and documentation

Guest Services Associate

W Daly Spa - Aveda — Peachtree City, GA
Part-Time | Mar 2022 - Jan 2023

Checked guests in and out efficiently while delivering high-quality customer service
Scheduled and confirmed appointments and handled rescheduling requests
Addressed guest needs and resolved service concerns professionally
Completed opening and closing procedures and daily operational checklists
Provided backup support for call center operations during peak hours

Freelance Makeup Artist (Production & On-Set)

Independent Contractor — Atlanta, GA
Contract / Project-Based

Provided professional makeup services for on-set productions and creative projects
Collaborated with production teams to meet visual and creative requirements
Maintained hygiene, time management, and professionalism in fast-paced environments
Took a planned break for personal and medical reasons; now available for full-time employment

EDUCATION

Associate Degree - Interdisciplinary Studies
Southern Crescent Technical College — Griffin, GA
GPA: 3.6
Minor: Business Management
Certification: Technical Support

SKILLS

- Administrative Support
 - Front Desk & Client Relations
 - Call Center Operations (Inbound/Outbound)
 - Scheduling & Calendar Management
 - Data Entry & Documentation
 - Microsoft Excel & Office Suite
 - CRM & Scheduling Software
 - HIPAA Compliance
 - Time Management & Multitasking
 - Professional Communication
 - Team Collaboration
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