



📍 Pittston, PA 18640

📞 5706772068

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SUMMARY

Dedicated professional with strong customer service and communication skills. Experienced in front desk operations, ensuring positive interactions and efficient management of inquiries.

SKILLS

- Reception management
- Customer service
- Event coordination
- Time management
- Conflict resolution
- Communication skills

Abigail Sciandra

EXPERIENCE

July 2025 - Current

Concierge Glenmaura Senior Living | Moosic, Pennsylvania

- Managed front desk operations, including phone calls and visitor check-ins.
- Welcomed residents and guests with a friendly and warm demeanor.
- Assisted residents with inquiries and provided information about community activities.
- Took incoming calls and routed them to appropriate staff or residents, ensuring effective communication. and messages to appropriate staff or residents.
- Sorted and distributed incoming mail and packages to ensure secure delivery to residents., keeping items secure.
- Maintained a professional presence at the front desk area by adhering to dress code standards.

August 2024 - Current

Dietary Aide Glenmaura Senior Living | Moosic, Pennsylvania

- Engaged with residents during meals to foster positive interactions and enhance overall dining experience.
- Collaborated with kitchen staff to ensure timely meal delivery for all residents.
- Set up trays and food service carts for efficient food delivery to residents, ensuring timely access to meals.
- Followed food safety protocols during meal preparation and storage procedures.
- Maintained cleanliness and organization of kitchen and dining areas to ensure safe and inviting environment.

EDUCATION AND TRAINING

Expected in May 2029

BBA | Business Marketing

Pennsylvania State University, University Park, PA

June 2025

High School Diploma

Pittston Area, Pittston, PA