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## Answering Service Operator Resume

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### Job Objective

To secure the position of Answering Service Operator in a reputable company that will allow me to utilize acquired skills and experience.

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### Summary of Qualifications:

Outstanding experience in processing high volume of incoming calls  
Excellent customer service skills  
Strong organizational, interpersonal skills  
Excellent typing skills  
Excellent verbal and written communication skills  
Amazing ability to remain calm in an emergency situation and work independently  
Ability to work in flexible hours

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### Work Experience:

Answering Service Operator, May 2004 – Present  
A-B Communications, Harlingen, TX Greeted caller and supplied relevant information to callers.  
Handled information window with accuracy and alertness.  
Maintained appropriate logs and records.  
Handled order taking, registration, appointment setting, voicemail, and IVR services.  
Assisted in clerical duties and paging.  
Ensured all policies and procedures are maintained while retrieving and processing messages from answering machines.  
Handled emergency calls following appropriate procedures.  
Answering Service Operator, March 2002– April 2004  
Tri-City Tele-Com, Harlingen, TX Handled and dispatched incoming telephone calls.  
Handled all outgoing, and interoffice calls.  
Recorded caller messages and information.  
Maintained appropriate logs and records.  
Handled emergency calls.  
Documented customers record accurately.  
Handled overflow of phone calls and transferred them to the related department.

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### Education:

High School Diploma Bath County High School, Hot Springs, VA

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