
DIRECTORY ASSISTANCE OPERATOR RESUME

Summary:

A proactive professional who is customer-oriented, patient and is adept in operating multi-line consoles; has worked with several companies with complicated PBX systems and has helped them interconnect offices and subsidiaries; has solid background in customer service and is able to handle emergency situations with presence of mind to ensure that they are able to give sound and timely recommendations to customers; has a very good memory and is an excellent communicator; can efficiently organize work and multi-task to fill various roles; well-versed in communicating concerns of clients to different teams within the organization; is able to easily understand and follow written and verbal directives.

Professional Experience:

Console Operator October 1999 – Present
Staples, Broomfield, CO

Responsibilities:

- Placed outgoing calls for the duty officer and acted as temporary receptionist for the telecommunications office.
- Relayed messages to appropriate departments/personnel during emergencies.
- Provided assistance to callers and transferred callers to requested extension numbers.
- Maintained and updated directory database which included input of complete information of company representatives.
- Extended assistance for product inquiries, forwarded request for proposals and determined problems that needed to be resolved for coordination to the helpdesk department

PBX Operator August 1996 – August 1999
American Personnel, Burlington, MA

Responsibilities:

- Performed clerical duties which included mail sorting, typing and proofreading of documents.
- Provided timely information to colleagues regarding their meetings, inter-company report registration deadlines, planning sessions and notified departments regarding urgency of requests and deadlines.
- Operated switch keys to relay calls on the PBX switchboard to appropriate departments.
- Received, recorded and routed all incoming deliveries and signed bids addressed to specific recipients.
- Placed long distance calls, as requested.

Medical Office Telephone Operator February 1994 – July 1996
Saint Joseph Regional Medical Center, Mishawaka, IN

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PBX Operator August 1996 – August 1999
American Personnel, Burlington, MA

Education:

Masters Degree on Business Support and Administrative Services, Cornell University, NY, 1996
BS in Human Services, Columbia University, NY, 1994

Skills:

- Excellent telephone communication skills, can effectively communicate with callers and employees
 - Typing, documentation, coordination and bookkeeping skills
 - Ability to work with varied and long working schedules
 - Exceptional listening skills and has the ability to handle stress
 - Computer Literate and knowledgeable in computer systems
 - PABX, fax, computer, printer, and other office equipment operations
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Awards and Affiliations:

Tampa Christian Community School, Board Secretary
GSM Association (GSMA), Member

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