
HOTEL PBX OPERATOR RESUME

Objective:

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

Summary of Qualifications:

- Hands- on experience working as a Hotel PBX Operator
 - Sound knowledge of telephone switchboard and PBX equipment and systems
 - Excellent communication skills and telephone skills
 - Proficient with Word, Excel, Xtend Software and Nortel Meridian console
 - Good typing skills of 30 words per minute
 - Remarkable ability to multi-task while operating a PBX and switchboard
 - Immense ability to work well with guests to resolve complaints in a positive manner
 - Profound ability to use radio communications and remain calm in emergency situations
 - Uncommon ability to handle the stressful hospital environment
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Work Experience:

Hotel PBX Operator, May 2004 – Present
Hyatt Hotels Corporation, Rogers, MN

- Coordinated reservations, decided on marketing initiatives for the hotel
- Answered all telephone calls within three rings in a friendly, efficient manner.
- Reviewed and understood all policies and procedures for safety and emergency preparedness.
- Contributed in enhancing hotel's sales.
- Assisted guests with dialing instructions, credit card calling procedures and other telephone information.
- Received and distributed faxes to guests and appropriate departments within the hotel.

Hotel PBX Operator, March 2002– April 2004
Monaco Alexandria Hotel, Rogers, MN

- Operated switchboard, intercommunication system and two-way means of communication.
 - Furnished information and phone numbers to callers as requested.
 - Inquired to pass on the caller to appropriate resort employees.
 - Maintained, published and distributed critical telephone number lists to staff as required.
 - Posted housekeeping staff to guest rooms when required.
 - Provided assistance of safety deposit of luggage to guests.
 - Produced appropriate reports for the proper functioning of the department.
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Education:

Associate's Degree in Hospitality Management, Salem International University, West Virginia, WV

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