**Andrea Smith**325 7th Ave, Lihue, HI 35521  
(000) 000-2222 | Email

**TELEPHONE OPERATOR  
Communication skills | Administrative abilities | Friendly disposition**

**CAREER HIGHLIGHTS**

* 8+ years;' hands-on experience as a Telephone / PABX Operator
* Suggested installation of multi-tone electronic telephone equipment, enhancing inter-department communication by 50%
* Initiated an answering machine based direct department routing mechanism, which reduced client’s waiting time by 70%
* Earned the most dedicated employee award in 2013

**PROFESSIONAL SKILLS**

* Operating multi-line telephone in a timely and professional manner
* Processing all codes calmly and promptly
* Interacting with co-workers and customers in a specialized and caring way
* Transferring calls, and monitoring the emergency systems
* Handling all types of situations with diplomacy and politeness
* Remaining peaceful in emergency situations

**PROFESSIONAL EXPERIENCE**

Hawaii Pacific Health - Lihue, HI

**Telephone Operator**                    2013-present

* Operate telephone switchboard station
* Answer, record, log, and process all calls, requests, questions, or concerns
* Process requests for wake up calls and screening calls
* Monitor busy or unanswered lines
* Check back with callers on hold to update status
* Receive, record, and relay messages correctly, totally, and legibly

Copeland Oaks - Sebring, OH  
**PABX Operator**                            2010-2013

* Greeted customers and guided them regarding their needs
* Answered the phone on behalf of the organization
* Routed calls to appropriate personnel
* Maintained the front desk area in a professional and polite manner

**EDUCATION**  
CITY COLLEGE, Boston, MA                              2010  
Associate’s Degree in Communications

**TECHNOLOGY SKILLS**

* MS Office Suite
* PABX Operations
* Reception Software