

Erin Stone

1748 Alexandria Forest
Houston, TX 77025
(713) 555-5313

Objective: Chief Telephone Operator in the Pacific Northwest

Employment:

Coakley Incorporated
Chief Telephone Operator

Houston, TX
October 1993 to Present

- Planned and supervised transition to state-of-the-art telephone system.
- Trained operators and users in correct procedures for new telephone equipment.
- Acquired proficiency in the use of Microsoft Word and Excel.
- Hired, supervised and evaluated performance of telephone operators.
- Prepared work schedules and assigned positions.
- Prepared reports on types and costs of phone usage by department in order to monitor adherence to budget.
- Notified telephone company maintenance department of equipment problems reported by operators.
- Supervised compilation of phone directory and distribution to designated company personnel.

Holmgren Hotel
PBX Operator

Dallas, TX
June 1989 to August 1993

- Connected calls between hotel departments and guest rooms, answered and relayed outside calls, supplied information to callers and recorded charges.
- Word processed reports and correspondence, proofread documents and sorted mail.

Education: Dallas Community College
Associate of Arts in Operations Management

Dallas, TX

- Maintained 3.8 grade point average in operations management and communications courses.

References: Available upon request