

**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