ROBERT SMITH

Directory Assistance Operator II

info@qwikresume.com | https://Qwikresume.com

Highly qualified Directory Assistance Operator with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment on which your company prides itself.

1991 – 2014

DIRECTORY ASSISTANCE OPERATOR II - ABC CORPORATION

- Conducted Business Category Search.
- Provided information to customer promptly and courteously.
- Conducted busy line verification.
- Warranted, connected caller to police, fire, and ambulance services.
- Dialed number for customer to complete toll calls.
- Took inbound calls from customers who were looking for a telephone number or information on a certain person.
- Assisted customer where they needed help.

1992 – 1997

DIRECTORY ASSISTANCE OPERATOR - DELTA CORPORATION

- Provided customers with the listings of residential and commercial numbers using a reverse telephone director Educated customers on calling costs and .
- Assisted customers from various states in obtaining telephone numbers, addresses, etc.
- Supervisor Sherry Harris Attendant Kelly Services (252) [].
- Data entry, customer service, found directory listings for inbound callers.
- Customer service typing Accomplishments Was good at it and made incentives Skills Used Typing and customer service.
- Worked in directory assistance helping customers find a phone number, address, or name they were looking for.
- in addition i also monitored conference calls from other companies and monitored Cincinnati Bells alarm system for customers homes and businesses.

EDUCATION

Business Administration - (University of Phoenix)

© This **Free Resume Template** is the copyright of Qwikresume.com. **Usage Guidelines**

SKILLS

Management, Fast Typing, Multitasker, Splendid Phone Etiquette.