

Objective

To establish a long-term career in a company where I may utilize my Switchboard Receptionist professional skills and knowledge to be an effective Switchboard Receptionist and inspiration to those around me.

Skills

Typing 60+ Wpm, Customer Service / Troubleshooting.

Work Experience

Switchboard Receptionist

ABC Corporation - February 2012 – June 2012

- Ability to handle 15+ incoming lines within 3-4 rings and quickly digest/dissect caller needs and transfer each one to the appropriate recipient/resource.
- Processed monthly client status reports and emails them to the client representatives.
- Sorted all incoming and returned mail, looking up each document and assigning them to the appropriate person.
- Read first step court documentation for outgoing mailing.
- Answered calls as they appear on the console and assist the caller in locating the requested associate or department.
- Maintained a pleasant, courteous, and calm attitude throughout the duration of all calls.
- Fully assessed the need of caller and transfer calls in the most expeditious manner to the intended associate or department.

Switchboard Receptionist

Delta Corporation - 2009 – 2012

- Managed the schools lobby area; Utilized excellent communication skills in dealing with students and staff; Operated various office equipment, .
- Process All Incoming Calls Transfer All Call To Designated Area Process Visitors/Security Check-In.
- Answering all incoming calls for the company about 300 a day.
- Greeting clients and guests.
- Data entry twice a day on system AS/400.
- Special projects once a month using Microsoft excel.
- Responsible for answering switchboard and directing calls in a timely manner Train new receptionist(s) on the switchboard and computer programs.

Education

GED