
Console Operator Resume

Job Objective

To obtain a Console Operator position and utilize my experience and skills for the successful completion of each job task.

Summary of Qualifications:

- Strong knowledge of telephone switchboard area
 - Excellent knowledge of telephone console functions, computer applications and voicemail systems
 - Good front desk, reception, and telephone skills
 - Amazing ability to learn new technological equipment and services and incorporate into job
 - Remarkable ability to work under pressure in a fast paced environment
 - Outstanding ability to organize and perform specific work-related tasks
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Work Experience:

Console Operator, May 2004 – Present
Palmetto Health, Aurora, IN

- Operated a multi-line computerized telephone console.
- Operated PA system to announce emergency-related issues.
- Notified Hospital Police in response to alarms & other safety issues.
- Assisted in maintaining various databases necessary to the department by submitting updated information through the Portal.
- Handled emergency and non-emergency calls for the Physician Answering Service.
- Performed data entry of information for HIS, PBX and PC software applications.
- Assisted visitors and callers with Patient Information.
- Prepared lists of hospital births & email to news media on a daily basis.

Console Operator, March 2002– April 2004
CORESTAFF, Aurora, IN

- Handled incoming telephone calls.
 - Handled basic inquiries and referred caller to the relevant information source.
 - Handled irate and other sensitive calls with appropriate aplomb.
 - Performed occasional administrative tasks.
 - Assisted in administrative projects and assignments.
 - Performed all inventory duties and ordered materials for replenishment.
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Education:

High School Diploma, Avery High School, Avery, TX

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