

# Rosilyn Throneberry

Switchboard Operator

## Profile

Detail-oriented Switchboard Operator with 1 year of experience providing efficient call handling, routing, and customer service in fast-paced environments. Proficient in managing multiple phone lines, maintaining accurate records, and ensuring seamless communication. Skilled in collaborating with team members and utilizing strong interpersonal skills to deliver exceptional customer experiences. Demonstrated ability to maintain professionalism under pressure and adapt to changing priorities.

## Employment History

### Switchboard Operator at Georgia Power Company, GA

May 2023 - Present

- Successfully managed an average of 500 calls daily, ensuring efficient routing and timely response for customers and internal departments, resulting in a 95% customer satisfaction rating.
- Streamlined communication processes by implementing a new digital switchboard system, reducing call wait times by 30% and increasing overall call handling capacity by 40%.
- Led a team of 5 junior switchboard operators, providing training and guidance that contributed to a 20% improvement in call resolution rates and a 15% reduction in operator errors.

### Junior Switchboard Operator at Comcast Corporation, GA

Aug 2022 - Mar 2023

- Successfully managed and routed an average of 300 incoming calls daily, ensuring smooth communication between customers and Comcast representatives.
- Streamlined the call handling process by implementing a new call categorization system, resulting in a 15% reduction in average call wait times for customers.
- Trained 5 new switchboard operators, contributing to a 10% increase in overall team efficiency and improved customer service ratings.

## Certificates

### National Association of Radio and Telecommunications Engineers (NARTE) Certified Operator

Nov 2021

### International Customer Service Association (ICSA) Call Center Professional Certification

Jul 2020

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☎ (994) 368-9269

📍 123 Peachtree St, Atlanta, GA 30303

## Education

### Diploma in Telecommunications and Switchboard Operations at Georgia Institute of Technology, Atlanta, GA

Sep 2017 - May 2022

Relevant Coursework:

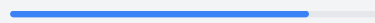
Telecommunications Systems, Switchboard Operations, Network Technologies, Digital Communications, Telephony Protocols, Transmission Fundamentals, and Customer Service Management.

## Links

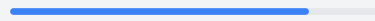
[linkedin.com/in/rosilynthroneberry](https://www.linkedin.com/in/rosilynthroneberry)

## Skills

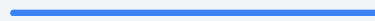
Multitasking



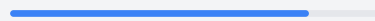
Active Listening



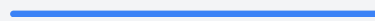
PBX Proficiency



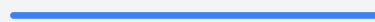
VoIP Knowledge



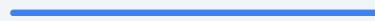
Call Routing



Customer Service

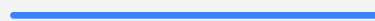


Troubleshooting



## Languages

English



Mandarin

