1. Attended safety training meetings to learn procedures for handling medical and fire emergency calls.
2. Received incoming calls and paged individuals and departments over PA system.
3. Managed telephone switchboard of [Number] personnel and routed internal and external calls to provide quick connection.
4. Connected callers with appropriate professional, department or business.
5. Performed clerical work such as sorting mail, restocking supplies and typing documents.
6. Directed incoming calls to internal personnel and departments, routing to best-qualified department.
7. Searched relevant directories to find contacts, business addresses, and [Type] information for customers and employees.
8. Supported customers by managing [Number] calls per day efficiently while maintaining professionalism and upbeat tone.
9. Operated digital paging system to notify recipients of incoming calls.
10. Managed [Number]-line switchboard system for busy [Type of business].
11. Consulted with clients to identify business and technical requirements for proposed system modifications and technology purchases.
12. Maintained up-to-date knowledge of emergency call procedures.
13. Tested equipment and circuits using various tools such as standard hand tools and network diagnostic tools.
14. Installed and maintained systems and analyzed users' needs.
15. Accurately documented user support activities, such as system problems, corrective actions, resolution status and completed equipment installations.
16. Worked with users to diagnose and resolve network and device problems and implemented established technical or procedural solutions.
17. Developed and implemented procedures for preventive maintenance, backup and data recovery.
18. Employed wide variety of hand and power tools including hoists, drills, precision measuring instruments and electronic testing devices.
19. Followed standards and procedures to maintain safe work environment.
20. Reviewed and interpreted facility orders, network design orders, and circuit layout orders.