



Marci Pacoc

Phone Operator

Contact Details

- ✉ marciacoc@gmail.com
- ☎ (988) 724 4548
- 📍 North Ricklefort, 71999, Washington

Education

- Associate Degree in Telecommunications Technology
Purdue University Global
2017 - 2021

Skills

Phone Etiquette - Expert
Customer Service - Expert
Communication - Expert
Problem Solving - Expert
Time Management - Expert
Multitasking - Expert

Summary

Experienced phone operator with 8 years of customer service experience. Demonstrated ability to handle customer inquiries, process orders, and troubleshoot technical issues.

Work Experience

Phone Operator, Verizon Wireless

March 2023 - Present

- Demonstrated expertise in operating a multi-line telephone system to receive incoming calls and respond to inquiries.
- Utilized customer service skills to accurately answer questions, process orders, and address customer concerns.
- Developed and maintained positive relationships with customers to ensure satisfaction with phone services.

Phone Operator, Verizon Wireless

May 2021 - February 2023

- Monitored and responded to voice mail messages in an efficient and timely manner.
- Provided technical support to customers with inquiries regarding phone services.
- Recorded customer information into an electronic database for accurate tracking and follow-up.

References

References available upon request

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Standard and Optional Forms Facsimile Handbook ,1992 **Annual Report of the United States Geological and Geographical Survey of the Territories** Geological Survey of the Territories,1874 **Proceedings of the American Pharmaceutical Association at the Annual Meeting** American Pharmaceutical Association. Annual Meeting,American Pharmaceutical Association,1894 The issues for 1857 1911 include Report on the progress of pharmacy The last volume 1911 contains only Report on the progress of pharmacy the constitution by laws and roll of members **Proceedings of the American Pharmaceutical Association at the annual meeting** ,1894 American Veterinary Review ,1903 Report of the 30th 41st annual meeting of the United States Live Stock Sanitary Association included in the journal s Mar issues 1927 38 v 70 92 **The American Magazine** ,1887 *American Florist* ,1896 **Official Gazette of the United States Patent Office** USA Patent Office,1918 *Scientific American* ,1917 *An American text-book of diseases of the eye, ear, nose, and throat* George Edmund De Schweinitz,1901 **An American Text-book of Diseases of the Eye, Ear, Nose and Throat** Burton Alexander Randall,George Edmund DeSchweinitz,1901 1st -12th Annual Report of the United States Geological and Geographical Survey of the Territories ... Geological and Geographical Survey of the Territories (U.S.),1874 **Journal of the American Veterinary Medical Association** American Veterinary Medical Association,2009 Vols for 1915 49 and 1956 include the Proceedings of the annual meeting of the association The American Florist ,1895 Specifications and Drawings of Patents Issued from the U.S. Patent Office United States. Patent Office,1877 *Journal of the American Medical Association* American Medical Association,1925 *The Paper Box Maker and American Bookbinder* ,1896 **The American Stationer** ,1883 **Commercial America** ,1910 *American Shoemaking* ,1927

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