

Eliza Cannon

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SUMMARY

Detail-oriented professional with over two years of customer service and call center operations experience. Proven ability to manage high call volumes while maintaining confidentiality and providing exceptional service. Strong skills in multi-line phone systems, Microsoft Office Suite, and customer relationship management. Committed to projecting a friendly and professional image that enhances guest experiences in fast-paced environments. Adept at processing various inquiries and forwarding calls to appropriate departments, ensuring every interaction meets AAA 4 Diamond standards.

EXPERIENCE

Call Center Operator May 2025 - Present
Sunnyvale Casino *Fresno, CA*

- Supports call center operations through efficient handling of incoming calls, ensuring adherence to established service standards. Acts as a point of contact for customer inquiries, directly influencing operational success.
- Manage and respond to an average of 100+ calls daily, ensuring courteous service aligned with hospitality standards.
 - Provide comprehensive information about casino services, contributing to increased customer satisfaction and loyalty.
 - Maintain accurate call logs, essential for tracking operational performance and identifying improvement areas.
 - Demonstrate proficiency in multi-line phone operations and Windows-based applications which enhances overall productivity.
 - Facilitate interdepartmental communication by coordinating message transfers and supporting clerical tasks efficiently.
 - Contribute valuable insights during staff meetings aimed at developing best practices in customer engagement.

Front Desk Associate June 2024 - April 2025
Crescent Hotel *Clovis, CA*

- Served as the front line in guest services, responsible for check-ins, reservations, and addressing visitor inquiries. Fostered relationships that enhanced hotel reputation and client retention.
- Delivered top-notch service by managing guest check-ins and facilitating reservations seamlessly.
 - Excelled at resolving guest issues immediately, reflecting commitment to quality service.
 - Handled financial transactions accurately, ensuring proper record maintenance and accountability.
 - Collaborated with teams across departments, particularly housekeeping, for an efficient operation.
 - Trained incoming associates on system navigation and core customer service standards.
 - Obtained consistently positive feedback from guests, which helped boost hotel ratings.

LEADERSHIP & AWARDS

- Employee of the Month, February 2026 for outstanding contributions to the team dynamics and customer satisfaction.
- Recognition award for achieving the highest caller satisfaction rates during peak holiday periods.

EDUCATION

High School Diploma 2024
Fresno High School GPA: 3.8 *Fresno, CA*
Coursework: Mathematics, English, Computer Science, Social Studies, Business

CERTIFICATIONS

- Gaming License 📅 2025
- Customer Service Excellence Certification 📅 2026

TECHNICAL SKILLS

- **Software Proficiency:** Microsoft Word, Excel, Access, PowerPoint
- **Call Handling Systems:** Multi-line telephone systems, Automated Call Distribution, Interactive Voice Response
- **Documentation Tools:** Call logging software, Email management systems, Digital filing systems
- **Customer Relationship Management:** CRM Software, Ticketing systems, Guest satisfaction tracking tools
- **Operational Standards:** AAA 4 Diamond standards, Quality assurance protocols, Service excellence benchmarks
- **Communication Platforms:** Zoom, Microsoft Teams, Slack
- **Scheduling Tools:** Shift scheduling software, Calendar management systems, Time-off request platforms
- **Data Entry:** Online form processing, Spreadsheet maintenance, Database updates

- **Inventory Management:** Office supply tracking, Procurement processes, Equipment monitoring
- **Compliance Training:** Workplace safety procedures, Confidentiality training, Gaming compliance regulations

SKILLS

- Customer Service
- Microsoft Office Suite
- Confidentiality
- Time Management
- Call Center Operations
- Multi-line Phone Systems
- Communication Skills
- Team Collaboration

PROFESSIONAL AFFILIATIONS

- Member of National Customer Service Association, enhancing professional development and industry knowledge.
- Participate in community volunteer programs focused on improving local tourism and guest interactions.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST