

Eliza Cannon

Call Center Operator

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STRENGTHS

-  **Empathetic Communication**
Recognized for successfully managing difficult conversations, creating rapport even under pressure. This has been great for creating lasting guest impressions.
-  **Team Player**
Consistently appreciated by colleagues for being approachable and reliable, resulting in a smoother workflow during busy shifts.
-  **Tech Proficiency**
Keen familiarity with MS Office and call-handling software helps address caller needs quickly. Often seen assisting coworkers with tech-related queries.
-  **Organizational Skills**
Maintaining detailed logs and records enables targeted follow-ups and performance improvements, showcasing reliable management capabilities.
-  **Adaptability**
Held various responsibilities during events; able to switch roles based on the flow of operations without loss of service quality.

SKILLS

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

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

Sunnyvale Casino  May 2025 - Present  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

Crescent Hotel  June 2024 - April 2025  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

Fresno High School  GPA: 3.8  2024  Fresno, CA

Coursework: Mathematics, English, Computer Science, Social Studies, Business

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Call Center Operator at Sunnyvale Casino (1.2 Years)
- Front Desk Associate at Crescent Hotel (10 Months)

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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST