

Call Center Resume Sample 1

Robert M. Tate

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A. Summary

Professional customer service representative with over 3 years of experience in the customer service field. Impressive communication skills, team oriented, highly trained in handling all sorts of calls and situations, and expert in internal software programs related to the job. Ability to handle tight deadlines and stress.

B. Working Experience

June/2014 - Present Telus International - Las Vegas, Nevada

Responsibilities:

- Handle billing inquiries;
- Process clients' requests via phone, email, or other social media platforms;
- Verify account information by following the company's procedures;
- Keep the company's and client's information confidential at all times;
- Solve clients' issues in a professional manner;
- Use communication, persuasive, and negotiation skills in order to make the client stay with the company or try another service out;
- Use basic troubleshooting to help clients out;
- Follow a certain communication flow in order to make the dialogue with the customer more pleasing;
- Inform the client of the latest news and products available;
- Handle an alert work pace and stressful situations in a professional manner.

Achievements:

- Managed to persuade more than 50 clients to stay with the company by updating their contracts;
- Proposed different features to facilitate communication using the company's internal software.

May/2013 - June/2014 - Computer Generated Solutions - New York, New York

Responsibilities:

- Manage the call workflow;
- Know the scripts by heart;
- Land sales pitch;
- Meet company's sales requirements and other guidelines;
- Answer the clients' requests, and solve their issues in a professional and fast way;
- Keep the calls short to meet the company's requirements;
- Place, change, and cancel orders;
- Register and cancel accounts;
- Add client's new personal details;
- Handle outstanding balances.

Achievements:

- Became employee of the month four times in a row thanks to work performances and clients' positive feedback.

C. Education and Academic Training

Pine View School, Osprey, Florida, 2012.

D. Job Related Skills

- In-depth knowledge of customer service, and customer care practices and policies
- Able to identify and solve client's problems or requests
- Able to negotiate and persuade clients to try the company's products and services
- Experienced when it comes to handling bills and other financial operations
- Able to acquire plenty of information about different products and services in a timely fashion

E. General Skills

- Fast typing
- Operating multiple programs at the same time
- Team-player
- Maintain the confidentiality of the company's policies and the clients' personal information
- Able to take decisions on the spot
- Experienced in customer service