**Call Center Resume Sample 2**

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**A. Summary**

Highly skilled call center representative with extensive experience in the customer care and service field. Extensive communication skills, problem solving and analytical skills, with over 6 years of experience with front end responsibilities. Possessing soft skills, active listening skills, and having a professional and friendly attitude.

**B. Working Experience**

**April/2013 – Present – AOL Headquarters – New York, New York**

**Responsibilities:**

* Provide technical and billing information to clients;
* Answer calls without delay;
* Respect the company’s privacy policies regarding the clients’ accounts;
* Handle different projects at the same time, while offering high quality services and solutions;
* Induct new call center representatives;
* Go through different trainings in order to be more productive and professional at the work place;
* Handle changes in the company’s policies with ease.

**Achievements:**

* Helped create a more effective call management system.
* Trained new employees who turned out to be excellent employees.

**June/2010 – April 2013 – American Express – Phoenix, Arizona**

**Responsibilities:**

* Perform front end tasks;
* Provide technical and financial assistance to clients;
* Answer calls in a fast paces environment;
* Manage personal information with integrity;
* Address clients’ general inquiries;
* Use specific tools to update information and to solve clients’ problems.

**Achievements:**

* Received extremely positive feedback from a number of different clients.
* Was awarded the title of Employee of the Month three months in a row.

**C. Education and Academic Training**

Bristol Tennessee High School, Bristol, Tennessee, 2010.

**D. Job Related Skills**

* Excellent communication skills
* Fast typing
* Proficiency in Office Pack
* Problem solving and analytical mind
* Soft skills
* Active listening
* Ability to deliver accurate, great solutions under pressure
* In-depth knowledge of different customer care strategies and tactics
* Proven ability to process orders, cancellations, billing inquiries, transactions, and outstanding balances

**E. General Skills**

* Pro-active attitude
* Persuasive and negotiations abilities
* Marketing skills
* Flexible mindset
* Adaptability to changes
* Punctual nature; ability to handle tight deadlines and deliver solutions in a timely fashion
* Bilingual: fluent in English and Spanish
* Able to operate different computer systems and software