

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