

LILLIAN RAMIREZ

Call Center Customer Service Representative

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 (123) 456-7890

 Indianapolis, IN

 LinkedIn

WORK EXPERIENCE

Call Center Customer Service Representative

Lowe's

 2019 - current  Indianapolis, IN

- Addressed inquiries, resolving issues, and guiding customers through purchasing decisions, resulting in a 39% increase in customer satisfaction ratings.
- Utilized Oracle CRM to efficiently manage customer interactions, track orders, and update customer profiles, which led to a 67% reduction in average call duration.
- Collaborated with cross-functional teams through Microsoft Teams and Slack to swiftly resolve complex customer issues, contributing to a 47% decrease in escalations to higher management.
- Used Microsoft Dynamics 365 to manage customer accounts, ensuring accurate record-keeping and a 26% increase in first-call resolution.

Call Center Agent

Anthem, Inc.

 2016 - 2019  Indianapolis, IN

- Assisted policyholders with claims, inquiries, and policy information, maintaining a 96% accuracy rate in data entry.
- Employed Hootsuite to monitor and respond to customer inquiries on social media platforms, *resulting in a 74% increase in social media engagement* and brand awareness.
- Implemented customer feedback from calls into process improvement discussions and contributed to a 62% reduction in average call handling time over 6 months.
- Helped train new call center associates on Oracle CRM, contributing to a 43% reduction in onboarding time.

Telemarketer

One Cause

 2013 - 2016  Indianapolis, IN

- Conducted outbound calls to prospective clients, effectively pitching products and services, and *achieving a 33% conversion rate* above the team average.
- Leveraged TeamViewer for remote product demonstrations and increased lead quality by 54%.
- Partnered with the marketing team to refine telemarketing scripts, contributing to a 24% increase in lead response rate.
- Supported team members through Slack by sharing quick tips and solutions, which led to a 19% increase in team collaboration.

EDUCATION

Bachelor of Science
Business Administration

Indiana University Bloomington

 2009 - 2013
 Bloomington, IN

SKILLS

- Microsoft Dynamics 365
- Oracle CRM
- Microsoft Teams
- Slack
- Hootsuite
- TeamViewer