

DAMIEN SMITH

CALL CENTER REPRESENTATIVE

INFO

Address 143 Main Ave, New York, New York, 10026, United States

Phone 890-555-0401

Email email@example.com

DATE / PLACE OF BIRTH

05/10/1973
New York, New York

DRIVING LICENSE

Full

NATIONALITY

USA

SKILLS

Customer Retention

Inbound Calls

Outbound Calls

Customer Service

Rapport Building

Upselling

Verbal Communication

LANGUAGES

English ●●●●●

Spanish ●●●●●

PROFILE

Professional and personable Call Center Representative with 7 years of experience handling inbound and outbound calls for telecom and retail companies.

EMPLOYMENT HISTORY

Call Center Representative, Comcast

Houston, TX

Jan 2015 – Nov 2017

Comcast is an American global telecom conglomerate. As a Call Center Representative, I work on a team of 70 people and am responsible for answering inbound customer calls. My daily activities include:

- Answering approximately 200 inbound customer calls per day in a friendly and courteous manner
- Discussing billing issues with the customer and offering possible solutions
- Providing information on additional products and services
- Following the conversational script provided by Comcast and keeping the customer calls to under 10 minutes
- Escalating customer calls to my supervisor, if needed

Call Center Agent, 1800 Flowers

Houston, TX

Jan 2014 – Jan 2015

1800 Flowers is a floral and gourmet foods gift retailer and distribution company in the United States. As a Call Center Agent, I worked on a team of 15 people and was responsible for both inbound and outbound customer calls. My daily activities included:

- On average, answering 40 inbound customer calls during a shift
- Taking orders, inputting orders into our proprietary system, and providing customers with their order numbers and approximate delivery date
- Making outbound customer calls to inform customers when there would be a delay in their delivery date or if there was an issue with payment processing
- Discussing billing issues with the customer and offering possible solutions
- Escalating customer calls to my supervisor, if needed

EDUCATION

University of Texas, Associates Degree

Houston, TX

Nov 2016