

# Jill Rudlinger

## Call Center Worker

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Friendly call center agent with 7+ years experience. Seeking to use proven skills in problem solving and communication to provide expert service to Outdoor Research customers. Maintained 91% customer satisfaction for L.B. Climbing Gear. Learned all products with 99% accuracy.



### Experience

- 2012-09 - 2017-10

**Call Center Agent**  
Level Bevel Climbing Gear
  - Worked with manufacturers and vendors to answer customer questions. Maintained 91% customer service satisfaction rating for 5 years straight.
  - Resolved customer and vendor issues quickly. Manager nicknamed me "Speedy Rudlinger" because I typically logged the most resolved calls daily.
- 2010-07 - 2012-08

**Call Center Representative**  
Sirano Aquatics
  - Leveraged advanced communication, problem solving, and product knowledge skills as call center representative for marine product company.
  - Employed elevated listening skills to soothe customer irritations. Three of my phone recordings were played by management as training tools.
- 2009-06 - 2012-07

**Customer Service and Phone Experience**  
Various
  - Took phone orders and provided exemplary customer service as Pizza Hut waiter. Received 3 F.A.S.T. awards for excellent customer comment scores.
  - As employee of Friedman Landscaping, spoke with customers on the phone, resolved issues. Received two letters of thanks for my compassion.
  - Temp call center agent, SpeedyCollect. Handled 5 outbound call center agent calls per hour, with a 10% above average success rate.



### Education

- 2005 - 2009

**Stebbins Senior High**
  - Got straight A's in English and Composition, all four years.
  - Excelled in typing classes.
  - Made a student co-counselor for my listening skills.



### Soft Skills





### Hard Skills





### Languages





### Publications

Article "They Can Hear You Smile" appeared in Productivity Plus Blog



### Courses

- Managing Difficult Customers - ICMI Course
- Blending Sales and Service - ICMI Course