

# 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 - Call Center Agent

2017-10 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 - Call Center Representative

2012-08 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 - Customer Service and Phone Experience

2012-07 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 - Stebbins Senior High

- 2009
- 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

Customer Service



Expert

Communication



Expert

### Hard Skills

MS Office



Expert

Learning Product Knowledge



Expert

Salesforce



Advanced

### Languages

Spanish



Fluent

French



Passable

### Publications

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

### Courses

Managing Difficult Customers - ICMI Course

Blending Sales and Service - ICMI Course