

Rita Martin, Inbound Customer Service Agent

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PROFILE

Friendly and proficient Inbound Customer Service Agent with 12+ years of exceptional customer service experience. Proven track record as an effective liaison between companies and their clients, with a solution-focused mindset in addressing the needs of callers in a confident, poised and professional manner. Consistently outperform the EMS team average by maintaining a +90% or higher customer satisfaction rate and acing new product knowledge with 100% accuracy.

EMPLOYMENT HISTORY

Sep 2015 — Present	Customer Service Agent, EMS Call Center	Los Angeles
	<ul style="list-style-type: none">• Adopt a proactive, problem-solving mindset to determine the needs of 80 customers on average per shift and effectively respond by researching, locating, and relaying the correct information.• Maintain the call center database by collecting and recording information for all 14 customer service agents assigned to the same shift.• Collaborate with manufacturers and vendors to provide answers to customer questions, with monthly customer service satisfaction ratings averaging 90% to 96%.• Named agent of the month 12 times since being hired.	
Oct 2013 — Sep 2015	Customer Service Agent, Xylo Corporation	Santa Barbara
	<ul style="list-style-type: none">• Helped to maintain and increase customer loyalty by placing follow up calls and expressing consideration for customers.• Achieved a customer satisfaction rating of 97% within 8 months of employment.• Named “Outstanding Customer Service Agent” award five times.	
Aug 2011 — Oct 2013	Front Desk Associate, Hilton	Arizona
	<ul style="list-style-type: none">• Managed a group of four associates, helping promote the Hilton brand by providing outstanding customer service.	

EDUCATION

Aug 2008 — May 2012	B.S. in Communications, Arizona State University	Tempe
Sep 2004 — May 2008	High School Diploma, Tempe High School	Tempe

SKILLS	Excellent Communication Skills	Expert	Resourceful	Expert
	Patience	Experienced	Bilingual	Expert
	Fast Typing Skills	Expert		

REFERENCES

Cora Jones from EMS Call Center

cjones@emscall.com · 317-989-1127

Roger Fue from Xylo Corporation

rfue@xylo.com · 516-981-2317

Cameron Holte from Hilton

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