

CHARLOTTE MAY

Call Center Representative

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SUMMARY

Qualified Call Center Representative with 5 years of experience in customer service. Developed problem-solving skills and strong work ethic, adept at responding to high call volume. Looking for a position that can help me excel in my interpersonal skills.

EXPERIENCE

Telephone Service Representative

Tphone Inc 📅 2018 - 2021 📍 Houston ,TX

Tphone Inc is a call center that provides services to telephone companies.

- Moved from tier-1 to tier-2 level within 3 months of service
- Surpassed daily call center metrics (minimum of 100 calls / day)
- Assisted around 300 customers every day with telecommunication problems
- Achieved customer satisfaction rating 97% within six months, exceeding corporate target
- Top 3 of telephone service quality provided for year 2019 & 2020

Customer Service Representative

Nadder Ltd 📅 2016 - 2018 📍 Houston ,TX

Nadder Ltd is a call center that offers Internet and telecommunication companies services.

- Answered, documented and followed up on alarm activity of over 100 customers on the weekends
- Responded adequately to high call volume-800 calls a day
- Successfully managed over 120 calls requests daily, ensuring high SLAs and first-line complaints response
- Rated 5/5 on over 40 surveys when asked how was the service

Restaurant Server

Revous 📅 2014 - 2016 📍 San Antonio, TX

Revous is a small restaurant that offers Indian cuisine.

- Generated \$2,000+ in weekly sales for the restaurant
- Led events/parties for groups of +40 people
- Increased personal sales by 30% with suggestive selling
- Maintained detailed knowledge of more than 200 menu items

PASSIONS



Football



Reading / Podcasts

SKILLS

Customer Service Communication
Data Entry Outbound Calls
Problem Solving High Call Volume

EDUCATION

High School Diploma

Brackenridge High School

CALENDAR 09/2009 - 06/2014 📍 San Antonio, TX

STRENGTHS

	Earning Trust of Clients
	Listen attentively, ask the right questions and provide solutions.
	Diligent
	Adept at hard work, meeting objectives and providing exceptional results.
	Polite
	No matter the clients' attitude, I always find the most appropriate way to answer and stay calm and professional.

LANGUAGES

English	Native	● ● ● ●
Spanish	Proficient	● ● ● ●
German	Intermediate	● ● ● ●
Croatian	Beginner	● ● ● ●