



## EARNEST D.CARROW

CALL CENTER REPRESENTATIVE

### CONTACTS

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 [EARNEST.D.CARROW](#)

### CAREER OBJECTIVE

Seeking a challenging position as Call Center Representative to be responsible for effectively utilizing my experience and offering opportunities for career growth.

### WORK EXPERIENCE

#### Call Center Representative, 2016-Present

ABC Corporation

- Greeted customers from the refer to presently receive the client.
- Sold services and products to achieve client goals.
- Collected and analyzed data on customer demographics, preferences, needs, and buying habits acquired.
- Developed prepared sales scripts to persuade potential customers to purchase a product and service and make an appointment.
- Handled unusual telephone inquiries and made relevant calls to prospects.

#### Call Center Representative, 2010-2016

ABC Inc.

- Interacted culturally with customers, polite approach, and other peers possible.
- Accurately maintained a database of inquiries by prioritizing classification and listing urgent for follow up activities.
- Enhanced positive patient, client and customer relations, and worked efficiently in the roles of the client.