

# Claude Sizani

## Call Center Agent (Inbound & Outbound)

Cheerful call center agent with 7+ years of experience. Seeking to use high-level telesales and customer support skills to deliver sales excellence at Verizon. Awarded Gold-Star status at ABC Call Center for spurring a team of 10 to 25% more sales and 50% more dials over previous year.

### Experience

2012 -	<b>Call Center Agent &amp; Peer Mentor</b>
2017	<i>Contact ABC Call Center</i> <ul style="list-style-type: none"><li>Quickly promoted to mentor 10-member team while providing exemplary telemarketing outreach. Dialed minimum 5 hours per day.</li><li>Awarded Gold-Star status for consistently setting at least 4 appointments per day. Recognized by manager as "most efficient worker I've ever met."</li><li>Used coaching skills to help improve team performance by 25% over previous year, with 50% more dials and 25% more sales.</li><li>Telesales figures higher than any other call center agent in team of 100+ for 90% of months. Maintained highest sales average for 5 years straight.</li></ul>
2010 -	<b>Call Center Representative, Outbound</b>
2012	<i>Attainable Health &amp; Wellness, Inc.</i> <ul style="list-style-type: none"><li>Maintained 120% of call targets through advanced outbound collections skills to handle account queues from 50–100 accounts per day.</li><li>Resolved account delinquencies 20% faster than company average while maintaining better-than-average company loyalty scores.</li><li>Commended by management 5 times for efficiency and positive attitude. Received quarterly bonus in 100% of quarters for high satisfaction scores.</li></ul>
2009 -	<b>Customer Service and Phone Experience</b>
2012	<i>Various</i> <ul style="list-style-type: none"><li>Took 20 inbound calls per day as waiter at Ruby Tuesday. Received 3 customer service awards for high customer ratings of 95%+.</li><li>Resolved customer complaints at Taylor-Gibbs Landscaping. Received two letters of thanks for courtesy and dedication to customer care.</li><li>Temp call center agent, FastCollect Universal Inc. Handled 10 outbound calls per hour, with a 15% above-average success rate.</li></ul>

### Education

2005 -	<b>John Moore Senior High</b>
2009	<ul style="list-style-type: none"><li>Straight A average in English, demonstrating good communication skills.</li><li>Voted into school yearbook team for cheerful attitude.</li><li>Excelled in typing classes, demonstrating good data entry skills.</li><li>Granted student mentoring position for solid listening skills.</li></ul>

### Courses

2017	Working With Tough Customers—ICMI
2014	Service and Sales—ICMI

### Publications

Article on telesales appeared in Productivity x 1000 Blog

### Additional Activities

- Take weekly CrossFit classes as self-care.
- Regular listener, Stories from the Sales Floor podcast.

### Personal Info

#### Phone

318-264-4838

#### E-mail

claude.sizani@gmail.com

#### LinkedIn

linkedin.com/in/claudesizani

#### Twitter

twitter.com/claudesizani

### Skills

Inbound & Outbound Call Handling



Customer Support



Telesales



Complaint Resolution



Transaction Processing



Customer Service



Patience



Communication

### Languages

Spanish



Fluent