

# DYONTE BLAKE

Outbound Call Center  
Rep

✉ d.blake4@email.com

☎ (123) 456-7890

📍 Seattle, WA

🌐 [LinkedIn](#)

## SKILLS

- Microsoft Excel
- Zendesk
- Reliable
- Written Communication
- Process-oriented
- Empathetic
- Detail-oriented

## WORK EXPERIENCE

### Outbound Call Center Agent

#### Moo Properties

📅 2018 - current 📍 Seattle, WA

- Studied Excel and ChaseData to track data on pitches and refine outgoing calls, **improving customer satisfaction by 33%**
- Managed orders for customers through software such as Zendesk and Couldtalk
- Collaborated with staff members, responding to customer requests within 2 minutes on average
- Cold-pitched to potential customers, suggesting loyalty reward plans, and helped customers open accounts and process orders

### Outbound Call Center Agent

#### Sustainable Talent

📅 2016 - 2018 📍 Seattle, WA

- Managed 55+ outbound calls per hour, offering potential customers detailed product information
- Initiated 24+ calls per shift to online customers, **providing information that resulted in a 63% purchase rates**
- Addressed customer questions, enhancing customer satisfaction, resulting in 98% positive reviews
- Implemented checklists for outbound call agents, increasing the number of calls made per hour from 190 to 260+
- Awarded Agent of the Year for efficient outbound call pitches

### Retail Store Associate

#### CVS Health

📅 2014 - 2016 📍 Seattle, WA

- Drove the customer loyalty program points benefits during checkout, leading to a 13% increase in customer sign-up rates
- Maintained a friendly attitude, directing customers to products based on their needs, exceeding sales targets in 4 quarters
- Collaborated with colleagues, establishing effective re-stocking systems for popular items and ensuring customers could locate products in less than 2 minutes

## EDUCATION

### High school diploma

#### Roosevelt High School

📅 2010 - 2014 📍 Seattle, WA