



# Damien Smith

Call Center Representative

NEW YORK, NEW YORK, 10026, UNITED STATES

## Details

143 Main Ave, New York, New York, 10026, United States  
890-555-0401  
[email@example.com](mailto:email@example.com)

DATE / PLACE OF BIRTH

05/10/1973  
New York, New York

NATIONALITY

USA

DRIVING LICENSE

Full

## Skills

Customer Retention  
Inbound Calls  
Outbound Calls  
Customer Service  
Rapport Building  
Upselling  
Verbal Communication

## Languages

English

Spanish

## Profile

Professional and personable Call Center Representative with 7 years of experience handling inbound and outbound calls for telecom and retail companies.

## Employment History

### Call Center Representative at Comcast, Houston, TX

January 2015 – November 2017

Comcast is an American global telecom conglomerate. As a Call Center Representative, I work on a team of 70 people and am responsible for answering inbound customer calls. My daily activities include:

- Answering approximately 200 inbound customer calls per day in a friendly and courteous manner
- Discussing billing issues with the customer and offering possible solutions
- Providing information on additional products and services
- Following the conversational script provided by Comcast and keeping the customer calls to under 10 minutes
- Escalating customer calls to my supervisor, if needed

### Call Center Agent at 1800 Flowers, Houston, TX

January 2014 – January 2015

1800 Flowers is a floral and gourmet foods gift retailer and distribution company in the United States. As a Call Center Agent, I worked on a team of 15 people and was responsible for both inbound and outbound customer calls. My daily activities included:

- On average, answering 40 inbound customer calls during a shift
- Taking orders, inputting orders into our proprietary system, and providing customers with their order numbers and approximate delivery date
- Making outbound customer calls to inform customers when there would be a delay in their delivery date or if there was an issue with payment processing
- Discussing billing issues with the customer and offering possible solutions
- Escalating customer calls to my supervisor, if needed

## Education

### Associates Degree, University of Texas, Houston, TX

November 2016