

# First Last

## Call Center CSR

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### WORK EXPERIENCE

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Resume Worded, New York, NY09/2015 – Present

Augmented reality startup with 50+ employees and \$100m+ annual revenue

#### Call Center CSR

- Handled an average of 70+ daily inbound calls, resolving customer inquiries, complaints, and requests with an 85% success rate.
- Exceeded monthly sales targets by 44% through upselling and cross-selling new services in the first year of employment.
- Implemented 10+ efficient call resolution techniques that reduce average call handling time from 11 minutes to 55 seconds.
- Utilized Salesforce CRM software to maintain 100% accurate customer records and track client interactions.

Polyhire, London, United Kingdom10/2012 – 08/2015

Provides quality assurance and control testing for global markets

#### Customer Sales Associate

- Provided personalized assistance to 340+ customers in selecting electronic products manufactured by Growthsi, increasing sales by 34%.
- Managed inventory levels, ensuring 850+ products were well-stocked, making it easy for customers to access.
- Assisted in visual merchandising and store layout improvements, leading to a 47% boost in foot traffic within 301 days of implementation.

Growthsi, London, United Kingdom07/2010 – 09/2012

Career training and membership SaaS with 150,000 paying users

#### Front Desk Receptionist

- Managed a high-traffic front desk, handling an average of 240+ guest check-ins and check-outs daily within 53 days on the job.
- Minimized errors and ensured guest satisfaction while achieving a 91% accuracy rate in reservation bookings.
- Received an average of 4.8 out of 5 stars in guest feedback, leading to management's recognition for an "exceptional service delivery."

Cashier, ABC Company, London, United Kingdom11/2008 – 12/2009

Admin Assistant, XYZ Company, London, United Kingdom07/2005 – 10/2008

### EDUCATION

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Resume Worded University, New York, NY06/2005

Associate of Science — Communications

### SKILLS

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**Hard Skills:** Upselling (Advanced), Cross-Selling (Experienced), Salesforce, Transferring Calls, Active Listening  
**Techniques:** Conflict Resolution, Product/Service Knowledge, Data Entry, Customer Service