

Friendly call center agent with 7+ years experience. Seeking to use proven skills in problem solving and communication to provide expert service to Outdoor Research customers. Maintained 91% customer satisfaction for L.B. Climbing Gear. Learned all products with 99% accuracy.

Experience

2012-09 -

Call Center Agent

2017-10

Level Bevel Climbing Gear

- Used expert problem solving and communication skills as call center agent for high-end outdoor product firm. Named agent of the month 4 times.
- Worked with manufacturers and vendors to answer customer questions. Maintained 91% customer service satisfaction rating for 5 years straight.
- Quickly mastered deep product knowledge for all 177 products and parts. Passed the "Level Bevel Product Knowledge" quiz with a 99% score in 1 week.
- Resolved customer and vendor issues quickly. Manager nicknamed me "Speedy Rudlinger" because I typically logged the most resolved calls daily.

2010-07 -

Call Center Representative

2012-08

Sirano Aquatics

- Leveraged advanced communication, problem solving, and product knowledge skills as call center representative for marine product company.
- Employed elevated listening skills to soothe customer irritations. Three of my phone recordings were played by management as training tools.
- Commended by management 4 times for my positive attitude. Consistently received quarterly bonus for maintaining a high average of satisfied callers.

2009-06 -

Customer Service and Phone Experience

2012-07

Various

- Took phone orders and provided exemplary customer service as Pizza Hut waiter. Received 3 F.A.S.T. awards for excellent customer comment scores.
- As employee of Friedman Landscaping, spoke with customers on the phone, resolved issues. Received two letters of thanks for my compassion.
- Temp call center agent, SpeedyCollect. Handled 5 outbound call center agent calls per hour, with a 10% above average success rate.

Education

2005 -

Stebbins Senior High

2009

- Got straight A's in English and Composition, all four years.
- Excelled in typing classes.
- Was voted onto the school yearbook team for my positive attitude.
- Made a student co-counselor for my listening skills.

Additional Activities

- Take biweekly yoga classes to stay in shape and manage stress.
- Regular listener, "Support Ops" podcast.

Publications

Article "They Can Hear You Smile" appeared in Productivity Plus Blog

Courses

Managing Difficult Customers - ICMI Course

Blending Sales and Service - ICMI Course

Jill Rudlinger

Call Center Worker

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Soft Skills

Customer Service

Expert

Patience

Expert

Communication

Expert

Compassion

Advanced

Speed

Advanced

Hard Skills

MS Office

Expert

Learning Product Knowledge

Expert

Salesforce

Advanced

Languages

Spanish

Fluent

French

Passable