

First Last

Call Center Customer Service Rep

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Call center customer service rep with 10 years of experience providing world-class customer service through effective problem solving, timely communication, and product knowledge. Key achievements: maintained a positive attitude while dealing with over 3.5K angry customers, resolving 95% of their complaints on first contact. Completed 450 customer service contacts daily while maintaining excellent wait time, average handle time, and resolving customer service issues by 70%.

RELEVANT WORK EXPERIENCE

Resume Worded, New York, NY

2015 – Present

Call Center Customer Service Rep

- Maintained a positive attitude while dealing with over 3.5K angry customers, resolving 95% of their complaints on first contact.
- Resolved 58% of billing issues over the phone, including crediting 500 customer accounts as needed.
- Completed 450 customer service contacts daily while maintaining excellent wait time, average handle time, and resolving customer service issues by 70%.
- Maintained 95% customer satisfaction in the first, second, and third quarters of operations in 2020.

Growthsi, San Francisco, CA

2013 – 2015

Customer Care Executive

- Championed a new loyalty program that increased the company's store traffic by 92%, surpassing sales revenue by \$200K in Q2, 2014.
- Introduced a cross-divisional program that increased monthly revenues by \$500K while maintaining a customer satisfaction rating of 4 out of 5 stars.
- Implemented the first onsite tablet kiosk of Growthsi and increased sales by 50% in the first year.
- Provided product information to 3.2K customers, performed price checks, and completed \$93K refunds once approved by management.

Resume Worded Exciting Company, San Francisco, CA

2011 – 2013

Call Center Associate

- Handled up to 700 calls daily through a computerized system that tracked 10K calls throughout the week and successfully routed callers to specific departments based on their needs.
- Answered over 3K calls within 30 seconds; received a customer favorability rating of 4.9 out of 5.0 based on survey ratings.
- Resolved 80% of complaints over the phone by talking to 2.5K customers in a professional and friendly manner.
- Assisted in training 43 new call center employees on telephone procedures, saving the company \$35K on training costs annually.

EDUCATION

Resume Worded University, New York, NY

2011

Bachelor of Science – Business Administration

SKILLS

Technical Skills: Phone Etiquette (Advanced), Data Entry (Experienced), Typing, Call Center Management.

Languages: English (Native), German (Fluent), French (Conversational)