

Professional Summary

Customer-oriented service professional with 10 years of experience who provides top-notch abilities in program management and interpersonal communication. Won an appreciation award in 2016 for the excellent and proven ability to resolve the issues quickly. Managed a high level of efficiency, patience, and professionalism and increased customer satisfaction by 20%.

Work History

Senior Call Center Representative

Jan 2015 - Present

GCS Agents, Salisbury

- Handled more than 60 customers per day giving relevant information, friendly and polite service.
- Upsold and increased the company profit by memorizing and introducing more than 100 company products and their features to the customers.
- Maintained different customer service software by entering customer data such as customer name, address, phone number, and credit card number.
- Kept up all records by updating them up-to-date.

Call Center Representative

Jan 2010 - Dec 2014

Cience Technologies, Los Angeles

- Engaged with the other 10 team members by communicating with them in both English and French languages fluently.
- Increased 20% of customer satisfaction by ensuring customer retention in a friendly manner.
- Trained 5 call center representative trainees by practicing them for data entering the process, inventorying process, and greeting to the customers.
- Responded to the customer by providing correct and relevant information about the company and its products and services.

Education

High School Diploma

Feb 2007 - Dec 2009

Winston Churchill High School, Maryland

Skills

- Use of Internet/Intranet
- Multi-line Phone Systems
- Telecommunications
- Sales
- Typing Speed 80 WPM
- Quickbooks
- Computer Aptitude
- Problem-solving skills
- Time Management skills
- Memorization skills
- Oral and written communication skills
- Decision-making skills
- Leadership skills
- Teamwork skills
- Analytical skills

Languages

- English - Native Speaker
- Spanish - Highly Proficient

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