

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 - 2017-10

**Call Center Agent**  
*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 - 2012-08

**Call Center Representative**  
*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 - 2012-07

**Customer Service and Phone Experience**  
*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 - 2009

**Stebbins Senior High**
  - 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

### Personal Info

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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