

Jill Rudlinger

Call Center Worker

503-935-1679
jillrudlinger@gmail.com

linkedin.com/in/jillrudlinger
twitter.com/jillrudlinger

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
 - Worked with manufacturers and vendors to answer customer questions. Maintained 91% customer service satisfaction rating for 5 years straight.
 - 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.

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.
 - Made a student co-counselor for my listening skills.



Soft Skills

- Customer Service ●●●●● Expert
- Communication ●●●●● Expert



Hard Skills

- MS Office ●●●●● Expert
- Learning Product Knowledge ●●●●● Expert
- Salesforce ●●●●● Advanced



Languages

- Spanish ●●●●● Fluent
- French ●●●●● Passable



Publications

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



Courses

- Managing Difficult Customers - ICMI Course
- Blending Sales and Service - ICMI Course