

**JOHN  
DOE**

**CALL CENTER AGENT**

6+ YRS EXP.

Experienced and skillful Inbound Customer Service Agent providing high quality service to callers, working address and meet all needs. Adept at following communication scripts to properly handle various needs in a poised and professional manner. Proven track record of serving as an effective liaison between companies and their potential and current clients. Works to keep and increase customer satisfaction with every phone call.

## Professional Experience

SEP 2015 SEP 2019

### Call Center Agent

**EMS CALL CENTER / WASHINGTON D.C., UM**

- Worked productively to determine the needs of customers and fast track solutions to those needs.
- Answered inquiries by effectively researching, locating, and relaying information to customers.
- Maintained call center database by collecting and recording information.
- Continually worked to enhance call center's reputation by providing quality and timely service.
- Attended educational seminars to improve knowledge and skills.

OCT 2013 SEP 2015

### Customer Service Agent

**XYLO CORPORATION / TADMAIT, UM**

- Address all customer service queries in a polite, accurate, and timely fashion.
- Worked well with upper management to ensure ultimate customer satisfaction.
- Achieved a customer satisfaction rating of 97% within 8 months of employment.
- Received the Customer Service Agent of the quarter award twice.