



# Damien Smith, Call Center Representative

NEW YORK, NEW YORK, 10026, UNITED STATES · 890-555-0401

## PROFILE

Professional and personable Call Center Representative with 7 years of experience handling inbound and outbound calls for telecom and retail companies.

## EMPLOYMENT HISTORY

### Call Center Representative, Comcast

Jan 2015 – Nov 2017, Houston, TX

Comcast is an American global telecom conglomerate. As a Call Center Representative, I work on a team of 70 people and am responsible for answering inbound customer calls. My daily activities include:

- Answering approximately 200 inbound customer calls per day in a friendly and courteous manner
- Discussing billing issues with the customer and offering possible solutions
- Providing information on additional products and services
- Following the conversational script provided by Comcast and keeping the customer calls to under 10 minutes
- Escalating customer calls to my supervisor, if needed

### Call Center Agent, 1800 Flowers

Jan 2014 – Jan 2015, Houston, TX

1800 Flowers is a floral and gourmet foods gift retailer and distribution company in the United States. As a Call Center Agent, I worked on a team of 15 people and was responsible for both inbound and outbound customer calls. My daily activities included:

- On average, answering 40 inbound customer calls during a shift
- Taking orders, inputting orders into our proprietary system, and providing customers with their order numbers and approximate delivery date
- Making outbound customer calls to inform customers when there would be a delay in their delivery date or if there was an issue with payment processing
- Discussing billing issues with the customer and offering possible solutions
- Escalating customer calls to my supervisor, if needed

## EDUCATION

### University of Texas, Associates Degree

Nov 2016, Houston, TX

## DETAILS

143 Main Ave  
New York, New York,  
10026, United States  
890-555-0401  
email@example.com

DATE / PLACE OF BIRTH

05/10/1973  
New York, New York

NATIONALITY

USA

DRIVING LICENSE

Full

## SKILLS

Customer Retention

Inbound Calls

Outbound Calls

Customer Service

Rapport Building

Upselling

Verbal Communication

## LANGUAGES

English

Spanish