

CALL CENTER PRO with INBOUND & OUTBOUND EXPERIENCE

Collections | Sales | Customer Service | Team Training and Mentoring

Customer-centric, bilingual (English-Spanish) call center representative with a history of top-ranked production in inbound and outbound call centers. Routinely singled out for high-volume, high-quality work within deadline-intensive settings spanning collections, customer service and sales areas.

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| ■ Call Center Operations | ■ Telephone Sales & Customer Support |
| ■ Inbound & Outbound Call Handling | ■ Customer Service Excellence |
| ■ Skip Tracing & Internet Research | ■ Order Processing / Transaction Management |
| ■ Complaint Handling & Issue Resolution | ■ Data Entry and Database Administration |
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Professional Experience

ABC COMPANY, INC. (*Collections company with diverse-industry clientele*) | Sometown, FL

Call Center Representative / Peer Mentor, 2015 to Present ■ **Call Center Associate**, 2014 to 2015

Rapidly promoted to mentor a 12-member team while concurrently providing top-notch collections support within an outbound call center. Handle account queues ranging from 60 to 100 accounts daily, working delinquencies that include FPD (first payment default), EPD (early payment default), 31–59 DPD (days past due), 60–89 DPD and 90–120 DPD.

- **Awarded Results:** Distinguished as a top producer and revenue-generator. Consistently achieved **#1, #2, or #3** rankings company-wide in queue resolution, dollars collected and calls made month-over-month. Honored with **Blue Ribbon Award** for quarterly goal-surpassing performance.
 - **Client Services:** Negotiated with clients to resolve account delinquencies, earning client trust while maintaining company loyalty. Continually achieved **90%+ quality assurance scores** while following federal, state, local and company guidelines.
 - **Team Development:** Mentored associates on a one-on-one basis to review KPIs and account results. Created development plans that improved performance-to-goal by up to **150%**.
 - **Process Improvement:** Created a simplified checklist for monitoring weekly collections that helped increase team production results by up to **15%**.
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DEF COMPANY, INC. (*Online and catalog retailer of food and spa gift baskets*) | Sometown, FL

Call Center Representative, 2010 to 2014

Managed inbound sales inquiries relating to products and promotions, quickly establishing relationships and rapport over the phone.

- **Goal-Surpassing Metrics:** Met or exceeded call center volume, sales and customer satisfaction goals during tenure, achieving up to **115%, 135% and 110%** of targets, respectively.
- **Solid Performance:** Provided knowledgeable response to customer questions regarding products, order placement, shipping, ingredients, potential allergens and packaging.