

Jill Rudlinger

Call Center Worker

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.

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

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