

FIRST & LAST NAME

email@email.com • (123) 456-7890 • [LinkedIn URL](#) • City, ST Zip Code

CUSTOMER CALL CENTER EXPERT

Highly experienced Customer Service professional proficient in researching and resolving customer problems by utilizing strong problem-solving and communications skills to deliver customer satisfaction. In-depth experience assessing individual needs, up-selling and cross-selling solutions to better serve both the customer and company. Detail-oriented, multi-tasker that excels in high volume customer service environments.

PROFESSIONAL EXPERIENCE

Customer Service Representative

CORPORATION ♦ City, ST

YYYY – Current

Managed inbound customer service calls from distributors on product specifications, inventory, and delivery while maintaining documentation of transactions. Monitored shipping and tracking on in-house and completed orders. Resolve shipping problems, including collaborating with UPS Preferred Team.

- Tracked sales and updated customers' accounts with information of special rates given by outside sales to close sales.
- Modified changes on in-house orders at distributors' requests to ensure proper quantities were shipped.
- Produced call tags, replacement orders and negotiated the amount of credit to give the customer.

Customer Service Advocate

COMPANY ♦ City, ST

YYYY – YYYY

Fielded inbound calls for five lines of business to resolve questions on claims and eligibility. Collaborated with the supervisor to elevate and resolve issues.

- Undertook data entry projects in Excel during downtime.
- Streamline report process to increase resolution of inquiries to improve customer satisfaction.

Customer Service Representative

CORPORATION ♦ City, ST

YYYY– YYYY

Provided telephone assistance to patients in placing and refilling orders as well as cross-selling needed products. Proven track record in customer service by resolving shipping questions, collaborating with providers to expedite solutions.

- Responsible for an average of 70 inbound calls a day.
 - Established efficient client payment process between customer service and sales department.
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ADDITIONAL EXPERIENCE

Directory Assistance Operator/Mentor

COMPANY ♦ City, ST

YYYY– YYYY

Managed an average of 800 calls a day, answering nationwide customer inquiries in a timely manner. Researched databases and provided concierge services to clients.

EDUCATION

Bachelor of Arts, Major
University ♦ City, ST (YYYY)