

# Claude Sizani

## Call Center Agent (Inbound & Outbound)

Cheerful call center agent with 7+ years of experience. Seeking to use high-level telesales and customer support skills to deliver sales excellence at Verizon. Awarded Gold-Star status at ABC Call Center for spurring a team of 10 to 25% more sales and 50% more dials over previous year.

### Experience

- 2012 - 2017

**Call Center Agent & Peer Mentor**  
*Contact ABC Call Center*
  - Quickly promoted to mentor 10-member team while providing exemplary telemarketing outreach. Dialed minimum 5 hours per day.
  - Awarded Gold-Star status for consistently setting at least 4 appointments per day. Recognized by manager as "most efficient worker I've ever met."
  - Used coaching skills to help improve team performance by 25% over previous year, with 50% more dials and 25% more sales.
  - Telesales figures higher than any other call center agent in team of 100+ for 90% of months. Maintained highest sales average for 5 years straight.
- 2010 - 2012

**Call Center Representative, Outbound**  
*Attainable Health & Wellness, Inc.*
  - Maintained 120% of call targets through advanced outbound collections skills to handle account queues from 50–100 accounts per day.
  - Resolved account delinquencies 20% faster than company average while maintaining better-than-average company loyalty scores.
  - Commended by management 5 times for efficiency and positive attitude. Received quarterly bonus in 100% of quarters for high satisfaction scores.
- 2009 - 2012

**Customer Service and Phone Experience**  
*Various*
  - Took 20 inbound calls per day as waiter at Ruby Tuesday. Received 3 customer service awards for high customer ratings of 95%+.
  - Resolved customer complaints at Taylor-Gibbs Landscaping. Received two letters of thanks for courtesy and dedication to customer care.
  - Temp call center agent, FastCollect Universal Inc. Handled 10 outbound calls per hour, with a 15% above-average success rate.

### Education

- 2005 - 2009

**John Moore Senior High**
  - Straight A average in English, demonstrating good communication skills.
  - Voted into school yearbook team for cheerful attitude.
  - Excelled in typing classes, demonstrating good data entry skills.
  - Granted student mentoring position for solid listening skills.

### Courses

- 2017

Working With Tough Customers—ICMI
- 2014

Service and Sales—ICMI

### Publications

Article on telesales appeared in Productivity x 1000 Blog

### Additional Activities

- Take weekly CrossFit classes as self-care.
- Regular listener, Stories from the Sales Floor podcast.

### Personal Info

- Phone

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- E-mail

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- LinkedIn

linkedin.com/in/claudebizani
- Twitter

twitter.com/claudebizani

### Skills

- Inbound & Outbound Call Handling
- Customer Support
- Telesales
- Complaint Resolution
- Transaction Processing
- Customer Service
- Patience
- Communication

### Languages

- Spanish

Fluent