

# Jill Rudlinger

## Call Center Worker

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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.

## Experience

2012-09 - 2017-10 **Call Center Agent**

*Level Bevel Climbing Gear*

- Worked with manufacturers and vendors to answer customer questions. Maintained 91% customer service satisfaction rating for 5 years straight.
- 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.

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.
- Made a student co-counselor for my listening skills.

## Soft Skills

Customer Service



Expert

Communication



Expert

## Hard Skills

MS Office



Expert