

KIVON RILEY

Call Center Representative

 kivonriley@email.com
 (123) 456-7890
 San Diego, CA
 LinkedIn

EDUCATION

High school diploma
Westview High
 2008 - 2012
 San Diego, CA

SKILLS

- Personable
- Teamwork
- Reliable
- Process-oriented
- Detail-oriented
- Compassionate

WORK EXPERIENCE

Call Center Representative

Accelerated Innovators

 2019 - current  San Diego, CA

- Coached team of 12+ call agents on customer support strategies, helping mentees surpass call rate targets by 29+%
- Achieved #1 ranking in the company for call rates per month, and #2 ranking for 97% complaint resolution
- Analyzed customer surveys to determine customer service quality, improving positive response rates by 38%
- Developed call policies, establishing target call rates and ensuring customer satisfaction through training events and enforcement
- Communicated with distraught customers, resolving concerns and questions, decreasing negative customer reviews by 46% in 2020 and 53% in 2021

Call Center Representative

MetroPlusHealth

 2017 - 2019  San Diego, CA

- Organized database of calls, generating comprehensive records of 24,000+ calls
- Engaged in calls, utilizing exemplary calls for training events and employee recognition, improving training effectiveness, and reducing employee turnover by 29%
- Resolved 39+ customer complaints and inquiries per day, receiving 100% positive customer reviews
- Dispatched customer calls to appropriate company departments for unresolved questions and concerns
- Developed and implemented a resolution list and suggestions for call agents, decreasing customer call times by 17+ seconds

Customer Support Agent

Rodo

 2013 - 2017  San Diego, CA

- Contributed to 9% overperformance of annual sales targets by maintaining policy and website understanding and using knowledge to answer more calls per hour
- Earned 100% customer ratings for listening, communication, and problem-solving skills
- Managed 27+ incoming calls per hour and 6+ outgoing calls per day to inform customers of shipping delays
- Collaborated with 7 representatives to answer customer questions within 4 minutes or less