

# DYONTE BLAKE

## Outbound Call Center Rep

 d.blake4@email.com

 (123) 456-7890

 Seattle, WA

 LinkedIn

## SKILLS

- Microsoft Excel
- Zendesk
- Reliable
- Written Communication
- Process-oriented
- Empathetic
- Detail-oriented

## WORK EXPERIENCE

### Outbound Call Center Agent

#### Moo Properties

 2018 - current  Seattle, WA

- Studied Excel and ChaseData to track data on pitches and refine outgoing calls, *improving customer satisfaction by 33%*
- Managed orders for customers through software such as Zendesk and Couldtalk
- Collaborated with staff members, responding to customer requests within 2 minutes on average
- Cold-pitched to potential customers, suggesting loyalty reward plans, and helped customers open accounts and process orders

### Outbound Call Center Agent

#### Sustainable Talent

 2016 - 2018  Seattle, WA

- Managed 55+ outbound calls per hour, offering potential customers detailed product information
- Initiated 24+ calls per shift to online customers, *providing information that resulted in a 63% purchase rates*
- Addressed customer questions, enhancing customer satisfaction, resulting in 98% positive reviews
- Implemented checklists for outbound call agents, increasing the number of calls made per hour from 190 to 260+
- Awarded Agent of the Year for efficient outbound call pitches

### Retail Store Associate

#### CVS Health

 2014 - 2016  Seattle, WA

- Drove the customer loyalty program points benefits during checkout, leading to a 13% increase in customer sign-up rates
- Maintained a friendly attitude, directing customers to products based on their needs, exceeding sales targets in 4 quarters
- Collaborated with colleagues, establishing effective re-stocking systems for popular items and ensuring customers could locate products in less than 2 minutes

## EDUCATION

### High school diploma

#### Roosevelt High School

 2010 - 2014  Seattle, WA