

## Objective

Seek a challenging position where able to utilize previous sales and customer service experience. Interested in joining an organization where good ethics and successes are rewarded and recognized and with this recognition there is an opportunity for advancement.

## Skills

Microsoft Word, Excel.

## Work Experience

### Inbound Call Center Representative

**Thomas L. Cardella & Associates** - March 2015 - 2019

- Handled approximately 180 Inbound Calls Per Day.
- Handled all Technical Inquiries in Relation to Security, Retail and Video Equipment.
- Complied and Met Monitoring Scores Goal on a Weekly Basis.
- Made Outbound Collections Calls to Delinquent Clients.
- Registered customers for new service and helped answer existing customer questions about their plans.
- Solve the problem and to make sure that all they need.
- Completing transactions, forwarding requests.

### Inbound Call Center Representative

**ABC Corporation** - 2011 - 2015

- MASTERING THE call flow FOR DIRECTV.
- LEARNING HOW TO EFFICIENTLY USE THE OMS SYSTEM FOR PLACING ORDERS AND SETTING UP ACCOUNTS.
- ALSO LEARNED AND PERFECTED MARKETING SYSTEMS IN ORDER TO CLOSE A SALE such as active listening skills and communication skills like a.i.m.i.ng the prospect & the power of rebuttals.
- Im capable of handling a high call volume 40+ calls if nessacary (Im a very flexible person).
- Also resolve customer service issues quickly and efficiently.
- Skills Used problem solving skills Salesmanship skills Marketing skills Communication skills.
- This is Dummy Description data. Replace with job description relevant to your current role.

## Education

General and Business - 1999(Oakton Community College - Des Plaines, IL)