

Simon Hunt

Call Center resume

KNOWLEDGE OF

Customer satisfaction

Prequalifying prospects

Arranging call backs

Switchboard duties

Customer service

Reception duties

Telemarketing

Cold calling

Resolving problems

CAREER OBJECTIVE

A committed and well-motivated young person who aspires to hold a position where he will be able to interact with customers on a daily basis. Highly articulate & having a clear friendly voice, Simon is more than able to offer concise & polite assistance in a phone conversation. He is currently looking for an exciting opportunity in a customer focused environment, where he will be able to deliver a high quality service & support his employer's vision.

ACADEMIC QUALIFICATIONS

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|-------------------------------------|--------------------|
| <i>Coventry North College</i> | <i>2011 - 2012</i> |
| Diploma in Business Studies | Pass |
| <i>Birmingham South High School</i> | <i>2008 - 2011</i> |
| Maths | Pass |
| English | Pass |
| Geography | Pass |
| Physics | Pass |

CALL CENTER SKILLS AQUIRED WHILST STUDYING

PERSONAL SKILLS

Articulate

Prioritising work

IT literate

Discrete

Team player

Time management

Flexible

Detail focused

KEY COMPETENCIES

- Dealing with calls in a highly professional manner.
- How to act as the first point of telephone contact for a customer.
- Handling complaints in a diplomatic way.
- Accurately updating customer records with information.
- Responding to customers who have special communication needs, such as language difficulties or disabilities.
- Answering any queries quickly and efficiently.
- Quickly understanding a callers point of view and to empathise with them.
- Able to respond and adapt to the needs of all customers.
- Fully aware of all laws & regulations regarding data protection.
- Quickly processing information.