

KIVON RILEY

Call Center Representative

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☎ (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