



CONTACTS



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CAREER OBJECTIVE

Seeking a challenging position as Call Center Representative in an organization that can effectively utilize my experience and ability to accomplish the career growth.

EARNEST D. CARROW

CALL CENTER REPRESENTATIVE

WORK EXPERIENCE

Call Center Representative, 2016–Present

Self-employment

- Gained information from the caller to properly resolve the situation.
- Sold services and products to achieve client goals.
- Collected and analyzed data on customer demographics, preferences, needs, and buying habits as required.
- Received prepared sales scripts to persuade potential customers to purchase a product and service and make an appointment.
- Handled inbound telephone inquiries and made outbound calls to prospects.

Call Center Representative, 2010–2016

Self-employed

- Received outbound calls to customers, provide approvals, and order getting products.
- actively maintained a database of requests by providing information and setting appointments follow-up activities.
- Facilitated positive patient, client and customer relations, and worked efficiently in the spirit of the client.