



Damien Smith, Call Center Representative

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DETAILS

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New York, New York, 10026, United States

890-555-0401

email@example.com

DATE / PLACE OF BIRTH

05/10/1973

New York, New York

NATIONALITY

USA

DRIVING LICENSE

Full

SKILLS

Customer Retention

Inbound Calls

Outbound Calls

Customer Service

Rapport Building

Upselling

Verbal Communication

LANGUAGES

English

Spanish

PROFILE

Professional and personable Call Center Representative with 7 years of experience handling inbound and outbound calls for telecom and retail companies.

EMPLOYMENT HISTORY

Call Center Representative, Comcast

Jan 2015 – Nov 2017, Houston, TX

Comcast is an American global telecom conglomerate. As a Call Center Representative, I work on a team of 70 people and am responsible for answering inbound customer calls. My daily activities include:

- Answering approximately 200 inbound customer calls per day in a friendly and courteous manner
- Discussing billing issues with the customer and offering possible solutions
- Providing information on additional products and services
- Following the conversational script provided by Comcast and keeping the customer calls to under 10 minutes
- Escalating customer calls to my supervisor, if needed

Call Center Agent, 1800 Flowers

Jan 2014 – Jan 2015, Houston, TX

1800 Flowers is a floral and gourmet foods gift retailer and distribution company in the United States. As a Call Center Agent, I worked on a team of 15 people and was responsible for both inbound and outbound customer calls. My daily activities included:

- On average, answering 40 inbound customer calls during a shift
- Taking orders, inputting orders into our proprietary system, and providing customers with their order numbers and approximate delivery date
- Making outbound customer calls to inform customers when there would be a delay in their delivery date or if there was an issue with payment processing
- Discussing billing issues with the customer and offering possible solutions
- Escalating customer calls to my supervisor, if needed

EDUCATION

University of Texas, Associates Degree

Nov 2016, Houston, TX