

Loice Mahal

Call Center Agent

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☎ (543) 101-8499

📍 1234 Sunshine Blvd, San Francisco, CA 94123

Education

Associate of Applied Science in Customer Service Management at California State University, Long Beach
Sep 2018 - May 2022

Relevant Coursework: Customer Service Principles, Business Communications, Conflict Resolution, Sales Techniques, Customer Relationship Management, Marketing Strategies, and Team Management.

Links

[linkedin.com/in/loicemahal](https://www.linkedin.com/in/loicemahal)

Skills

Active Listening

Empathy

Problem-solving

Multitasking

CRM Software

Time Management

Conflict Resolution

Languages

English

Arabic

Profile

Dedicated Call Center Agent with 1 year of experience in providing exceptional customer support in fast-paced environments. Adept at handling high call volumes, resolving customer issues, and maintaining strong client relationships. Excellent communication and problem-solving skills, with a proven track record of enhancing customer satisfaction.

Employment History

Call Center Agent at Alorica, CA

Mar 2023 - Present

- Achieved a consistent average call handle time of 3 minutes, 30 seconds per call, surpassing the company's target of 4 minutes per call, resulting in increased efficiency and higher customer satisfaction.
- Successfully resolved 95% of customer inquiries within the first call, exceeding Alorica's First Call Resolution (FCR) goal of 85% and contributing to the overall improvement of the center's performance metrics.
- Maintained an excellent customer satisfaction rating of 98%, consistently ranking in the top 5% of call center agents at Alorica, CA, leading to enhanced customer loyalty and positive feedback.
- Recognized as "Agent of the Month" twice in a year for exceptional performance in call quality, adherence to schedule, and overall productivity, setting a strong example for fellow team members.

Call Center Representative at Teleperformance, CA

Sep 2022 - Feb 2023

- Achieved a 95% customer satisfaction rating over a one-year period, consistently exceeding the company's target of 90%, resulting in being recognized as a top performer within Teleperformance, CA.
- Handled an average of 100 calls per day, maintaining an average handle time of 5 minutes per call, which contributed to the overall efficiency and effectiveness of the call center operations.
- Successfully upsold additional products and services to customers in 20% of all interactions, generating an additional \$50,000 in revenue for the company during the fiscal year.
- Implemented new call scripts and training materials that improved first call resolution rates by 15%, leading to a significant decrease in repeat calls and increased customer satisfaction.

Certificates

Customer Service Representative (CSR) Certification

Mar 2022

International Customer Management Institute (ICMI) Call Center Agent Training and Certification

Nov 2020

Memberships