

## Call Center Worker

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### Experience

- Worked with manufacturers and vendors to answer customer questions. Maintained 91% customer service satisfaction rating for 5 years straight.
- Resolved customer and vendor issues quickly. Manager nicknamed me "Speedy Rudlinger" because I typically logged the most resolved calls daily.

- Leveraged advanced communication, problem solving, and product knowledge skills as call center representative for marine product company.
- Employed elevated listening skills to soothe customer irritations. Three of my phone recordings were played by management as training tools.

- Took phone orders and provided exemplary customer service as Pizza Hut waiter. Received 3 F.A.S.T. awards for excellent customer comment scores.
- As employee of Friedman Landscaping, spoke with customers on the phone, resolved issues. Received two letters of thanks for my compassion.
- Temp call center agent, SpeedyCollect. Handled 5 outbound call center agent calls per hour, with a 10% above average success rate.

- Got straight A's in English and Composition, all four years.
- Excelled in typing classes.
- Made a student co-counselor for my listening skills.

Expert

Advanced

## Passable

Article "They Can Hear You Smile" appeared in Productivity Plus Blog

## Blending Sales and Service - ICMI Course