

Damien Smith



Call Center Representative

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Email	email@example.com	Date / Place of birth	05/10/1973 / New York, New York
Nationality	USA	Driving license	Full

01 PROFILE

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

02 EMPLOYMENT HISTORY

01/2015 – 11/2017	<div>Call Center Representative at Comcast<i>Houston, TX</i></div> <p>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:</p> <ul style="list-style-type: none">Answering approximately 200 inbound customer calls per day in a friendly and courteous mannerDiscussing billing issues with the customer and offering possible solutionsProviding information on additional products and servicesFollowing the conversational script provided by Comcast and keeping the customer calls to under 10 minutesEscalating customer calls to my supervisor, if needed
01/2014 – 01/2015	<div>Call Center Agent at 1800 Flowers<i>Houston, TX</i></div> <p>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:</p> <ul style="list-style-type: none">On average, answering 40 inbound customer calls during a shiftTaking orders, inputting orders into our proprietary system, and providing customers with their order numbers and approximate delivery dateMaking outbound customer calls to inform customers when there would be a delay in their delivery date or if there was an issue with payment processingDiscussing billing issues with the customer and offering possible solutionsEscalating customer calls to my supervisor, if needed

03 EDUCATION