

Lorena Riccardi

Call center agent who maintained 90% customer service satisfaction for 5 consecutive years.

Responsible, dynamic call center representative with more than 4 years of relevant experience. Excellent qualities in customer service. In-depth experience assessing individual needs, up-selling, and cross-selling solutions to serve better both the customer and company.



(+39) 000-5367 lorena_riccardi@gmail.com linkedin.com/in/lorericcardi

Work Experience

Call Center Supervisor

Wolf Travel Inc. • Oct. 2018 - Oct. 2020

- Oversaw resolution of incidents related to reservations, flight schedule modifications or cancellations, achieving a 90% satisfaction rate.
- Monitored inquiries made and weekly reports.
- Supervised coordination of calls and forms sent to users and clients of the company to evaluate the degree of satisfaction and quality.

Call Center Agent

Momoka Insurance • May 2016 - Sep. 2018

- Practiced telephone customer service and processing of information requests and inquiries made through the internet at 50-80 calls or requests per day.
- Elaborated management of queries and resolution of incidents.
- Coordinated different communications with clients to convey information about promotions and new services.

Education

Villaville College, Sampdoria

Bachelors in Marketing and Sales • 2012 - 2016

Skills

Hard Skills:

- Quality Assurance Controls
- Telephone Marketing Techniques
- Client Relationship Management
- Operations Optimization
- Customer Needs Analysis

Soft Skills:

- Quick Learner
- Patience
- Teamwork
- Leadership
- Conflict Resolution

Languages:

- English (native)
- Italian (native)