

Jill Rudlinger

Call Center Worker

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Friendly call center agent with 7+ years experience. Seeking to use proven skills in problem solving and communication to provide expert service to Outdoor Research customers. Maintained 91% customer satisfaction for L.B. Climbing Gear. Learned all products with 99% accuracy.

Experience

2012-09 - Call Center Agent

2017-10 Level Bevel Climbing Gear

- 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.

2010-07 - Call Center Representative

2012-08 Sirano Aquatics

- 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.

2009-06 - Customer Service and Phone Experience

2012-07 Various

- 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.

Education

2005 - Stebbins Senior High

- 2009
- Got straight A's in English and Composition, all four years.
 - Excelled in typing classes.
 - Made a student co-counselor for my listening skills.

Soft Skills

Customer Service



Communication



Hard Skills

MS Office



Learning Product Knowledge



Salesforce



Languages

Spanish



French



Publications

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

Courses

Managing Difficult Customers - ICMI Course

Blending Sales and Service - ICMI Course