

Simon Hunt

Call Center resume

KNOWLEDGE OF

Customer satisfaction

Prequalifying prospects

Arranging call backs

Switchboard duties

Customer service

Reception duties

Telemarketing

Cold calling

Resolving problems

PERSONAL SKILLS

Articulate

Prioritising work

IT literate

Discrete

Team player

Time management

Flexible

Detail focused

PERSONAL DETAILS

CAREER OBJECTIVE

A committed and well-motivated young person who aspires to hold a position where he will be able to interact with customers on a daily basis. Highly articulate & having a clear friendly voice, Simon is more than able to offer concise & polite assistance in a phone conversation. He is currently looking for an exciting opportunity in a customer focused environment, where he will be able to deliver a high quality service & support his employer's vision.

ACADEMIC QUALIFICATIONS

Coventry North College **2011 - 2012**

Diploma in Business Studies

Pass

Birmingham South High School **2008 - 2011**

Maths Pass

English Pass

Geography Pass

Physics Pass

CALL CENTER SKILLS ACQUIRED WHILST STUDYING

- Dealing with calls in a highly professional manner.
- How to act as the first point of telephone contact for a customer.
- Handling complaints in a diplomatic way.
- Accurately updating customer records with information.
- Responding to customers who have special communication needs, such as language difficulties or disabilities.
- Answering any queries quickly and efficiently.
- Quickly understanding a callers point of view and to empathise with them.
- Able to respond and adapt to the needs of all customers.
- Fully aware of all laws & regulations regarding data protection.
- Quickly processing information.

KEY COMPETENCIES

- Excellent verbal and written communication skills.
- Ability to work with minimum supervision in a busy environment.
- Able to do repetitive tasks accurately over long periods of time.
- Working knowledge of MS Office software and spreadsheets.

SELECTED ACHIEVEMENTS

Qualified to ITIL Foundation level.

Run a blog on how to 'Exceed customer expectations & encourage repeat business'. Successfully completed a four week Advanced First Aid Course.