

# CALL CENTER RESUME

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## CAREER OBJECTIVE

Efficient customer service professional with 4+ years of experience in call centers and hospitality service. Adept at handling 50+ calls on a daily basis while consistently resolving client issues smoothly and quickly. Fluent in both English and Spanish, and able to provide clear customer service in both languages. Seeking to apply customer service and problem-solving expertise to benefit your company as a call center representative.



## PROFESSIONAL EXPERIENCE

### Call Center Representative

U-Hauls, Los Angeles, CA | July 2019–Present

- Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction
- Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells
- Collect source data such as customer names, addresses, phone numbers, credit card information for over 1000 customers and enter data into customer service software
- Trained 4 new employees in customer service script recitation, conflict resolution, and data entry practices
- Proficient in video conferencing platforms such as Zoom, Hangouts, and Skype, able to communicate with customers across a variety of channels

### Waiter

Andolini's Pasta, Columbia, SC | February 2017–July 2019

- Developed expert knowledge of food and drink pairings, memorizing over 200 types of cocktails, wines and spirits
- Improved use of upselling techniques to increase sales by an average of \$10 per ticket
- Trained 3 new hosts and waiters in customer service, seating, and menu items as well as opening and closing duties
- Answered customer complaints with quick solutions, ensuring customer satisfaction



## CONTACT

### Phone

(717) 471-7011

### Email

your.email@gmail.com

### LinkedIn

linkedin.com/in/yourprofile/



## EDUCATION

University of South Carolina,  
Columbia, SC | December 2016

Bachelor of Arts, English



## RELEVANT SKILLS

Microsoft Office Suite

Video conferencing software

70 WPM typist

Spanish

Customer service

Adaptability

Verbal communication

Interpersonal skills

Problem-solving