

Robert Smith

Call Center Technician

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SUMMARY

To find a company that seeks and values, within its staff, exceptional customer service, and outstanding support. Moreover, a company that desires an atmosphere where effective communication is encouraged to thrive between internal departments. To that end, an organization that is adept at utilizing technological systems that support its staff in producing high quality and accurate documents.

SKILLS

Customer service, Leadership an Problem Solving, Excel microsoft word,

WORK EXPERIENCE

Call Center Technician

ABC Corporation - November 1998 - December 2004

- Provided feedback during monthly one on ones and yearly reviews.
- Maintained quality assurance within the call center.
- Ran daily reports and maintain weekly schedules.
- Provided excellent customer service skills during escalated calls.
- Managed service-vendor work performance.
- Developed new skills and systems.
- Mentored, trained, and coached new or less experienced call center technicians.

Call Center Technician

Delta Corporation - 1997 - 1998

- Troubleshoot devices over the phone to clients.
- Help patients over the phone with their monitoring devices.
- Skills Used wpm 101.
- Answered incoming calls in regards to customers phone bills, orders, complaints, and troubleshooting problems with their cellular device and service.
- Placed outgoing calls in regards to customer call back requests.
- Maintained a high proficiency level of current computer applications, as well as the knowledge of customer principles and administration process.
- Also delivered prepared sales scripts to pursue potential customers to purchase a product or service.

EDUCATION

Customer Service - (Yakima Valley College - Yakima, WA)