

JOHN SMITH

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BUSINESS / OPERATIONS ANALYST

Comprehensive experience analysing customer billing, financial history, and service levels in a call centre environment and providing solutions that lead to sustained sales growth. Adept at monitoring real-time performance and finding alternative plans to optimize call flow. Familiar with automated staff planning, analysing system data, and providing reports to assist with long-term planning. Exceptional follow-through and decision-making abilities, able to identify and resolve service and billing issues to customer's satisfaction. Completes accurate transactions with a sense of urgency and an eye for detail within a fast-paced environment.

CORE COMPETENCIES

Real-Time Monitoring & Performance ♦ Optimal Call Flow Management
Statistical Analysis ♦ Econometrics ♦ Medians & Averages ♦ Process Improvement
Conflict & Problem Resolution ♦ Team Collaboration ♦ Customer Service Management

PROFESSIONAL EXPERIENCE

COMPANY NAME

Date

Customer Relations Consultant

Received inbound calls and resolved customer issues concerning wireless price plans for telecommunications firm. Tracked and managed customer account details using software systems. Trained new hires on effective call management techniques.

- ♦ Calculated billing estimates and analysed credit and usage history to determine economical solutions to pricing issues and service adjustments.
- ♦ Partnered with management to review performance metrics and identify areas for improvement, consistently delivering results beyond expectations.
- ♦ Analyzed financial history to right-size customer programs based on actual usage, achieving 95% customer retention rate.
- ♦ Established strong track record of selling additional features while resolving customer issues. Increased average sales to yield additional \$5000 monthly revenues.
- ♦ Minimized average handle time through effective account research and analysis to quickly identify issues and solutions while building client rapport.
- ♦ Exceeded sales, retention, quality, average handle time, and compliance targets and received numerous commendations from clients on providing exceptional service.
- ♦ Negotiated creative solutions with customers threatening to go with another provider, retaining business and increasing sales through plan and pricing adjustments.
- ♦ Developed ability to extract information early in conversation and make a firm offer to minimize time spent on the phone.
- ♦ Liaised with accounts receivable to formulate payment plans for delinquent accounts. Analysed issues on a case-by-case basis to find creative solutions and retain business.

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