

Mina Sayed

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PROFILE

A Call Center Representative with two years of professional experience providing quality customer service within the hospitality industry. Adept at handling high call volumes on a daily basis and identifying opportunities to enhance client satisfaction.

PROFESSIONAL EXPERIENCE

Call Center Representative

Marriott Hotel, Minneapolis, MN | May 2022 - Present

- Achieved a customer satisfaction score of 92% and exceeded all key performance indicator targets, including call length and conversion rates
- Field inquiries from existing customers and potential guests, providing support for hotel bookings and rescheduling and successfully upselling suites
- Communicate with empathy, patience, and understanding and identify solutions to ensure guest satisfaction, diffusing conflicts

Call Center Representative

Flowers.com, Minneapolis, MN| June 2021 - May 2022

- Manage inbound sales inquiries related to products and promotions and quickly establish rapport with customers over the phone
- Regularly exceed targets related to call volume, sales conversion, and customer satisfaction by building relationships with clients
- Utilize in-depth product knowledge to answer customer queries regarding products, shipping, ingredients, potential allergens, and order placement

EDUCATION

Bachelor of Arts (B.A.) Communication

University Of Minnesota,
Minneapolis, MN
September 2010—June 2014

KEY SKILLS

- Call Center Operations
- Communication
- Client Relations
- Data Entry
- Customer Service