

Joseph Corbin

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A customer-focused Call Center Professional with 10+ years of experience in high-volume inbound and outbound call centers, A proven track record of interfacing with diverse clientele and identifying opportunities to improve the customer experience, Adept at building relationships and mitigating conflicts.

Education

Bachelor of Business
Administration (B.B.A)
Columbia University, New York, NY
September 2009 - June 2013

Key Skills

- ◆ Call Center Operations
- Inbound and Outbound Call Handling
- Customer Service
- ◆ Data Entry
- ◆ Communication

Professional Experience

Senior Customer Service Representative
TD Bank, New York, NY | October 2015 - Present

- Develop new scripts in collaboration with the call center manager and provide training to customer service representatives on best practices, reducing average call times from three minutes to two minutes and 30 seconds
- Provide support to customer service representatives for escalated issues, maintaining a customer satisfaction rating of 91%-93% YOY
- Deliver education to customers on banking products and financial services

Call Center Representative
Rogers Technical Institute, New York, NY | June 2013 - October 2015

- Conducted 50+ outbound calls daily and fielded over 100+ inbound inquiries per day from customers interested in pursuing information technology education
- Exceeded key performance indicator targets by up to 30% regarding call Length, conversion rate, and customer satisfaction
- Trained four new employees on sales script recitation, product knowledge, conflict resolution, and data entry practices