

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