

## **Derek J. Nelson**

St. Louis, MO | derek.nelson@email.com | (314) 555-3876

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### **Professional Summary**

Experienced call center agent with 4 years in inbound customer support for a national utility provider. Adept at problem-solving, data entry, and call documentation. No direct sales or closing experience.

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### **Core Competencies**

- Inbound Call Handling
  - Customer Issue Resolution
  - Data Entry
  - Call Documentation
  - Escalation Management
  - Service Follow-Up
  - Knowledge Base Use
  - Fast Typing
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### **Professional Experience**

#### **Customer Service Representative**

National Utilities | St. Louis, MO | Feb 2020 – Present

- Handled 60+ inbound calls daily; resolved billing and service issues
- Maintained call logs and escalated unresolved concerns
- Provided account information and basic troubleshooting

#### **Help Desk Associate**

TechAssist STL | St. Louis, MO | Jul 2018 – Jan 2020

- Offered phone support for software and hardware questions
  - Logged support tickets and tracked resolutions
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## **Education**

A.A. General Studies, St. Louis Community College

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## **Technical Skills**

Call Center Software | MS Office

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## **Languages**

English (native)