

Call Center Agent

Customer Support Specialist

george.smith@email.com | (555) 123-4567 | 123 Main St, Boston, MA
www.linkedin.com/in/georgesmith

Profile Summary

Dynamic and results-oriented Call Center Agent with over 5 years of experience in enhancing customer satisfaction, assuring call resolution, and driving sales performance. Adept at handling high call volumes and resolving customer complaints with maniacal precision. Recognized for improving process efficiency, reducing call time, and increasing customer loyalty through a focus on quality and a customer-first mindset.

Work Experience

Senior Call Center Agent

XYZ Telecom Services
1st May, 2019 - Present

- Reduced average call handling time by 15% through process improvement and staff retraining.
- Resolved 98% of customer complaints on the first call, leading to a 20% increase in customer satisfaction scores.
- Trained and mentored a team of 20 new agents, contributing to a 30% improvement in overall team performance.

Call Center Representative

ACME Customer Solutions
1st Jan, 2016 - 30th Apr, 2019

- Handled an average of 100+ calls daily, achieving the highest customer satisfaction rating in the team.
- Upsold additional services which resulted in a 10% increase in monthly sales revenue.
- Implemented a call documentation system that improved service delivery time by 25%.

Education

University of Massachusetts Boston

Bachelor of Arts in Communication
1st Sep, 2011 - 31st May, 2015

Skills

Customer Service, Communication, Problem Solving, Sales, Time Management

Notable Projects

Call Center Efficiency Project

Led a team project to analyze and improve call center efficiency, resulting in a 20% reduction in average waiting times and a 15% increase in customer satisfaction.

Certifications

Certified Call Center Manager (CCCM)

Issued by International Customer Management Institute (ICMI), 1st Jun, 2018

Awards

Customer Service Excellence Award

Awarded by XYZ Telecom Services, 1st Dec, 2020