

*John Smith*

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*Objective:* Interested in a position of an inbound call center agent with a growing call center

*Key Skills:*

- ♦ Great customer service
- ♦ Great communication skills
- ♦ Fast learner with a positive attitude
- ♦ Proficient at using computers

*Experience:* *GPL Call Center* *New York*  
Inbound Call Center Agent 3/3/2009 to Present

- ♦ Delivered customer service to customers who called into the call center.
- ♦ Built customer satisfaction and loyalty by providing best customer service.
- ♦ Provided timely and effective resolution to a range of customer queries related to the product/ service.
- ♦ Strive for one-call resolution of customer issues.
- ♦ Complete ongoing training to stay abreast of product, service and policy changes.
- ♦ Demonstrate best judgment in the disbursement of adjustments and credits.
- ♦ Increase the customer experience by providing information on new products, rate plans, and services through up selling opportunities.

*Education:* *State University of New York* *New York*  
Bachelors of Arts 2009

*Sunny Dale High School* *New York*  
High School Diploma 2004

*References:* Available upon request