

## John Smith

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New York  
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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* 3/3/2007 to 3/3/2009

- 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.

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

- Mentored and nurtured new hire call center agents.
- Trained agents on new updates to the product.
- Took over escalation calls in case required
- 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.

**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