

## 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  
*Bachelors of Arts*

New York  
2009

Sunny Dale High School  
*High School Diploma*

New York  
2004

**References:** Available upon request