

John Smith

123 Elm Street
New York
999-999-9999
johnsmith@xyz.com

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