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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:

3/3/2007 **GPL Call Center** **New York**
to 3/3/2009 *Inbound Call Center Agent*

- ◇ 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.

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

- ◇ 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