

## John Smith

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New York  
999-999-9999  
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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