



JACKSON TURNER

Call Center

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Over 4 years of experience as a Call Center responsible to make the best decision for the customer and the business while ensuring site safety and customer satisfaction.

WORK EXPERIENCE

Call Center

Seaside Innovations

📅 May / 2020-Ongoing

📍 Santa Monica, CA

1. Placed outbound follow-up calls to sales.
2. Led and persuades potential customers to complete and submit an application.
3. Accomplished an employee of the month, organized receive inbound calls.
4. Transferred sales leads and calls from current and potential customers.
5. Responsible for managing product knowledge, profitability, quality, and effectiveness of the team.
6. Maintained accurate records of customer interactions, ensuring compliance with company policies.
7. Participated in weekly team meetings to discuss performance metrics and strategies for improvement.

Call Center

Lakeside Apparel Co

📅 May / 2018-May / 2020

📍 Chicago, IL

1. Trained and mentored new team members, improving onboarding time by 20%.
2. Implemented a new call tracking system, reducing call handling time by 15%.
3. Developed and maintained a knowledge base, increasing team productivity by 25%.
4. Consistently met or exceeded monthly performance targets, achieving top 10% in the department.
5. Collaborated with cross-functional teams to streamline processes, reducing customer wait times by 30%.
6. Utilized CRM software to track customer interactions, enhancing follow-up efficiency by 40%.
7. Resolved escalated customer complaints, resulting in a 50% reduction in escalations over six months.

EDUCATION

Associate of Arts in Business Administration

Random City Community College

📅 May / 2016 - May / 2018

📍 Phoenix, AZ

Gained foundational knowledge in business principles, customer service, and communication strategies.

SKILLS

Time Management



Stress Management



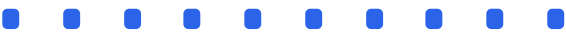
Call Handling



Conflict Resolution



Technical Proficiency



Data Entry



INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS

⚖️ Fairness

↔️ Flexibility

➡️ Forward-thinking

❤️ Gratitude

LANGUAGES



English



Arabic



Polish

ACHIEVEMENTS

★ Increased customer satisfaction scores by 25% through targeted service improvements.

★ Achieved a 30% reduction in average call wait times by streamlining response processes.