

# EMMA JOHNSON

Call Center Agent

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## PROFESSIONAL SUMMARY

Dedicated Call Center Agent with 7 years of experience in delivering exceptional customer support. Proficient in resolving inquiries and issues while maintaining strong client relationships. Committed to enhancing customer satisfaction and contributing to team success in a fast-paced environment.

## WORK EXPERIENCE

### Call Center Agent / Customer Service

WidgetWorks Inc.

📅 Jan / 2020-Ongoing

📍 Denver, CO

1. Provided first-level inbound telephone support by troubleshooting customer inquiries.
2. Resolved questions and challenges for business and individual account holders in a single call.
3. Navigated multiple computer systems while interacting with customers to research and solve issues.
4. Monitored quality assurance metrics, receiving weekly coaching to enhance performance.
5. Assisted customers with applications and inquiries, ensuring accurate data entry.
6. Promoted customer retention by effectively addressing complaints and providing solutions.
7. Managed high call volumes while maintaining quality and efficiency in service delivery.

### Team Lead II

Crescent Moon Design

📅 Jan / 2018-Jan / 2020

📍 Portland, OR

1. Ensured prompt customer service in a high-volume retail environment, prioritizing customer needs.
2. Managed a multi-line phone system, answering calls before the third ring.
3. Handled customer inquiries with professionalism and respect.
4. Coordinated with team leads to inform customers about product availability and promotions.
5. Supported cashiers in upselling extended warranties and additional products.

## EDUCATION

### Associate of Applied Science in Business

City College

📅 Jan / 2016-Jan / 2018

📍 Portland, OR

Studied business management principles and customer service strategies.

## SKILLS

Voice Clarity

Call Documentation

Effective Communication

Multitasking Skills

## ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction score through effective problem resolution.
- ★ Reduced average call handling time by 20% while maintaining service quality.
- ★ Recognized for excellence in customer service with a monthly performance award.