



# LIAM ANDERSON

Customer Support Call Center Dispatcher

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

Time Management



Customer Relationship Management (crm)



Training Skills



Report Generation



Adaptability



Resource Management



## INTERESTS

📖 Birdwatching 🏠 Traveling

📅 Sports Coaching 🏆 Knitting

## STRENGTHS

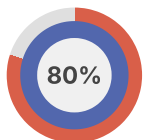
🔗 Pragmatism

🍃 Sensitivity

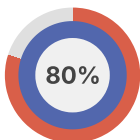
❤ Sincerity

⚓ Stability

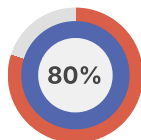
## LANGUAGES



English



German



Russian

## ACHIEVEMENTS

★ Achieved a 20% reduction in response time by optimizing dispatch protocols.

★ Implemented a new tracking system that improved customer follow-up rates by 30%.

## PROFESSIONAL SUMMARY

Proficient Call Center Dispatcher with 7 years of experience in managing high-volume customer interactions and ensuring swift issue resolution. Expert in utilizing technology to enhance dispatch efficiency and elevate customer satisfaction. Committed to fostering clear communication and driving team collaboration for improved operational outcomes.

## WORK EXPERIENCE

### Customer Support Call Center Dispatcher

📅 Mar / 2021-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Delivered first-level support to customers regarding inquiries and service requests.
2. Managed and resolved complaints through effective communication and follow-up.
3. Maintained accurate logs of customer interactions and service requests.
4. Coordinated with internal teams to escalate unresolved issues efficiently.
5. Ensured timely responses to customer requests, enhancing overall satisfaction.
6. Trained new staff on procedures to maintain high service standards.
7. Fostered a positive work environment through effective team collaboration.

### Call Center Dispatcher

📅 Mar / 2018-Mar / 2021

Cactus Creek Solutions

📍 Phoenix, AZ

1. Oversaw scheduling and dispatching of service technicians for timely response.
2. Managed incoming calls from customers, providing exceptional service and support.
3. Organized and prioritized service requests based on urgency and customer needs.
4. Maintained communication with drivers to ensure efficient service delivery.
5. Monitored call volume trends to optimize staffing and resource allocation.
6. Implemented best practices for call handling to improve customer experience.

## EDUCATION

### Associate of Applied Science in Business Management

📅 Mar / 2015 - Mar / 2018

City College

📍 Portland, OR

Focused on customer service management and operational efficiency.