



# CHARLOTTE HARRIS

Customer Service Call Taker

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

## PROFESSIONAL SUMMARY

Enthusiastic Customer Service Call Taker with two years of experience adept at managing high-volume calls and resolving inquiries efficiently. Skilled in delivering comprehensive support while ensuring customer satisfaction through attentive communication and problem-solving abilities. Eager to contribute effectively to a dynamic team and enhance customer experiences.

## WORK EXPERIENCE

### Customer Service Call Taker

Pineapple Enterprises

📅 Mar / 2024-Ongoing  
📍 Santa Monica, CA

1. Managed a high volume of inbound and outbound customer calls efficiently.
2. Resolved customer complaints with empathy, ensuring a positive experience.
3. Utilized active listening skills to defuse challenging customer situations.
4. Documented and tracked service issues accurately for follow-up.
5. Maintained composure in a fast-paced environment while prioritizing tasks.
6. Assessed emergency calls to determine appropriate response actions.
7. Achieved timely call resolution, contributing to overall team goals.

### Call Taker

Summit Peak Industries

📅 Mar / 2023-Mar / 2024  
📍 Denver, CO

1. Coordinated dispatch operations for emergency services, ensuring prompt response times.
2. Took inbound calls for taxi services, verifying customer information for accuracy.
3. Provided exceptional customer service by addressing inquiries and concerns effectively.
4. Assisted with administrative tasks including data entry and document management.

## EDUCATION

### Associate of Science in Business Administration

Springfield Community College

📅 Mar / 2022 - Mar / 2023  
📍 Phoenix, AZ

Focused on customer service management and communication strategies.

## SKILLS

Customer Engagement

Critical Thinking

Follow-up Skills

Record Keeping

Information Retrieval

## INTERESTS

🎨 Art

🌲 Hiking

🤝 Volunteering

🧘 Yoga

## STRENGTHS

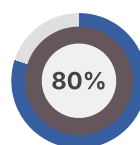
🔍 Criticality

☰ Detail-oriented

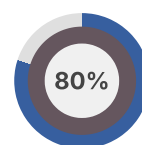
🗨️ Diplomacy

😊 Enthusiasm

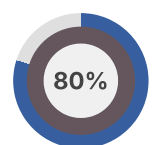
## LANGUAGES



English



Mandarin



German

## ACHIEVEMENTS

- ★ Reduced average call handling time by 20% through efficient service techniques.
- ★ Trained new team members on customer service protocols, enhancing team performance.