Contact Center Agent/Representative

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Objective

To build a long term career with a challenging and rewarding position, with opportunities for career growth.

Skills

Customer Service, MS-Office.

Work Experience

Contact Center Agent/Representative

Convergys - April 2015 – 2020

- Assisting members with different account levels or status and customer services.
- Providing members with world-class customer service experience with OnStar.
- Researching and providing members with accurate routing and general information.
- Data entry-level consultants with the resources and offer knowledge they need on on their daily travel local or worldwide.
- Reporting and communicating daily, weekly and monthly different administrative things.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Answer questions in regards to the customers certificate of titles according to their vehicles state of registry.

Contact Center Agent

ABC Corporation - 2011 – 2015

- Handled all inbound calls at high capacity, handled all credit card and loan accounts, such as account balance, payments such as payment history and taking payment for the customer, transaction history.
- Responsible for online troubleshooting if customers needed.
- Handled collections for customers and potential fraud on account.
- Notated each account daily at the end of each call.
- Sent out mail upon customer request.
- Gained 95% overall customer satisfaction.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

- (Central Piedmont Community College)

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