## LIAM ANDERSON

#### **Customer Service Call Center Representative**

www.qwikresume.com

## PROFESSIONAL SUMMARY

Dedicated Customer Service Call Center Representative with 5 years of experience in delivering exceptional support. Proven ability to resolve issues efficiently while maintaining high customer satisfaction. Strong communicator and team player.



#### **WORK EXPERIENCE**

#### Customer Service Call Center Representative

Seaside Innovations

- Dec / Ongoin g
  - 耳 Santa Monica, CA
- 1. Educated customers on products and services, improving communication and understanding.
- 2. Built strong relationships with customers, ensuring repeat business and loyalty.
- 3. Maintained accurate records of customer interactions in the call center database.
- 4. Participated in training sessions to enhance service skills and product knowledge.
- 5. Researched and resolved customer inquiries efficiently, ensuring timely follow-up.
- 6. Monitored call quality and provided feedback to peers to improve service delivery.
- 7. Utilized CRM software to track customer interactions, leading to a 30% increase in follow-up success.

#### Customer Service Call Center Representative

m Dec/ 2019 \_Dec/ 2021

Cactus Creek Solutions

**■** Phoenix AZ

- Managed high call volume, answering up to 50 calls daily while maintaining professionalism.
- 2. Utilized CRM software for effective data management and customer tracking.
- 3. Communicated effectively with customers, addressing inquiries and resolving issues.
- 4. Demonstrated proficiency in call scripts, ensuring consistent service delivery.
- 5. Reviewed customer documentation to assess needs and schedule follow-ups.

# EDUCATION

#### Associate of Arts in Business

Springfield Community College

Denver, CO

Focused on customer service principles and business communication.







Service-oriented

Conservation

Sincerity

Gardening

Stability

■ Wildlife



### ■ LANGUAGES



80%



80%





Achieved a 95% customer satisfaction rating through effective communication and problem resolution.

Reduced average call handling time by 20% while maintaining service quality.