

Customer Service Call Center Representative

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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.

📌 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.

📌 Phoenix, AZ

1. 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.

📌 Denver, CO

Focused on customer service principles and business communication.

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