

Outbound Customer Service Representative

ROBERT SMITH

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Objective

Versatile business professional and creative idea person with a proven track record in project management, sales, marketing, and development. - Honest, diplomatic, and motivated individual committed to working collaboratively to resolve problems and provide an exceptional level of service.

Skills

Customer Service, Call Center, Microsoft Office, Communications

Work Experience

Outbound Customer Service Representative

Cisco - August 2012 - Present

- Assist in the development of new outbound customer service campaigns and coordinating survey questions.
- Provide feedback to the customer advocacy team on the soundness and effectiveness of the customer service departments policies and procedures.
- Contribute to the development and maintenance of customer service standards, policies and procedures.
- Facilitate the collection of competitive information in order to monitor business trends and opportunities.
- Work with the organizations other departments to resolve problems, facilitate solutions and enhance customer service offerings.
- Support/participate in the organizations continuous improvement program.
- Communicate effectively with individuals and teams in the program to ensure high quality and timely expedition of customer requests.

Call Center Supervisor

GARDENER'S SUPPLY COMPANY - 2008 - 2011

- Hired, trained, coached, motivated, and supervised a team of seasonal telephone sales representatives (tsr) during the company's two primary selling seasons.
- Resolved operational and customer service issues, monitored the call volume, and adjusted staffing as needed.
- Collaborated with ccc personnel, including supervisors, the operations manager, the phone qa customer advocate, and the sales coach to develop motivational techniques to improve individual and departmental performance.
- Conducted periodic call monitoring, analyzed the performance of tsrs, and identified areas needing improvement.
- Provided feedback, developed performance action plans, assisted tsrs in setting personal improvement goals, and referred possible disciplinary actions to the ccc operations manager as needed.
- Participated in internal product, sales, and systems trainings to ensure the consistency of service among tsrs.

- Contributed to the development of policies, procedures, guidelines, and processes to maximize productivity.

Education

B.A. in English - (UNIVERSITY OF VERMONT - Burlington, VT)