



EVELYN WHITE

Retention Representative

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PROFESSIONAL SUMMARY

Seasoned Retention Representative with over 5 years of experience in cultivating customer loyalty and satisfaction. Expert in resolving complex issues, analyzing feedback, and implementing effective retention strategies. Driven to create lasting customer relationships that enhance engagement and support sustainable growth.

WORK EXPERIENCE

Retention Representative

Maple Leaf Consulting

📅 Jun / 2021-Ongoing

📍 Toronto, ON

1. Effectively managed a high volume of inbound and outbound customer calls, ensuring timely resolution.
2. Addressed and resolved customer product complaints with empathy and professionalism.
3. Gathered and verified all necessary customer information for accurate tracking and follow-up.
4. Calmly defused volatile customer situations, maintaining a positive company image.
5. Engage customers to understand their needs and concerns, fostering long-term relationships.
6. Maintained performance metrics in a fast-paced call center environment.
7. Utilize CRM tools to track customer interactions and retention metrics effectively.

Retention Representative

Silver Lake Enterprises

📅 Jun / 2020-Jun / 2021

📍 Seattle, WA

1. Resolved customer billing disputes and negotiated adjustments to ensure satisfaction.
2. Provided thorough account maintenance to guarantee accuracy of customer information.
3. Managed an average of 100-150 inbound calls daily, maintaining professionalism.
4. Consistently met company quotas and objectives for customer service.

EDUCATION

Bachelor of Science in Business Administration

University of Florida

📅 Jun / 2019 Jun / 2020

📍 Phoenix, AZ

Focused on customer relations and retention strategies.

SKILLS

10-key Data Entry



Alpha Data Entry



Numeric Data Entry



Microsoft Word



Microsoft Outlook



INTERESTS

🔧 Woodworking

🌟 Star Gazing

★ Theatre

🏠 Architecture

STRENGTHS

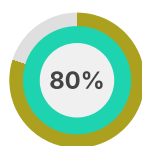
😊 Politeness

🏆 Determination

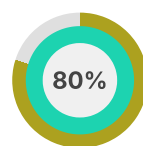
🚀 Ambition

✅ Dedication

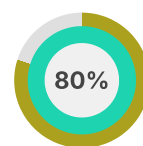
LANGUAGES



English



Japanese



Dutch

ACHIEVEMENTS

★ Increased customer retention by 20% through targeted follow-up initiatives.

★ Achieved a 95% customer satisfaction rating by effectively resolving issues.