

# EMMA JOHNSON

## Telephone Interviewer

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

### PROFESSIONAL SUMMARY

Enthusiastic Telephone Interviewer with 2 years of experience in conducting interviews and collecting data. Skilled in engaging respondents and ensuring accurate information while adhering to strict confidentiality standards. Strives to enhance research quality through effective communication and a detail-oriented approach.

### WORK EXPERIENCE

#### Telephone Interviewer II

Seaside Innovations

📅 Jan / 2024-Ongoing

📍 Santa Monica, CA

1. Conduct telephone interviews to gather accurate data from respondents.
2. Engage effectively with participants to ensure quality responses.
3. Adhere to project specifications and maintain high standards of confidentiality.
4. Monitor and evaluate the performance of interviewers for continuous improvement.
5. Provide feedback to the management team on interview processes and outcomes.
6. Utilize data collection software to record and manage information accurately.
7. Assist in developing strategies to enhance respondent engagement and data quality.

#### Telephone Interviewer

Crescent Moon Design

📅 Jan / 2023-Jan / 2024

📍 Portland, OR

1. Conduct interviews following established guidelines with precision and integrity.
2. Ensure compliance with company dialing standards and protocols.
3. Exercise professionalism and courtesy while interacting with respondents.
4. Maintain confidentiality of all collected data and information.
5. Achieve a typing speed of 25 words per minute while documenting responses.
6. Participate in team meetings to discuss challenges and share best practices.

### EDUCATION

#### Associate of Arts in Communication

Bridgerland Applied Technology College

📅 Jan / 2022-Jan / 2023

📍 Toronto, ON

Focused on effective communication strategies and techniques applicable in various settings.

### SKILLS

Data Entry And Management



Customer Interaction Skills



Data Collection Techniques



Research Skills



### ACHIEVEMENTS

- ★ Achieved a 95% accuracy rate in data collection during interviews.
- ★ Successfully conducted over 500 telephone interviews with diverse populations.
- ★ Improved respondent satisfaction scores by 20% through effective communication.