

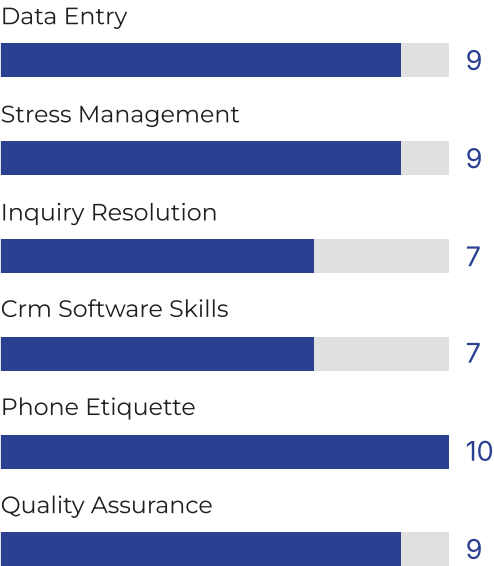


AMELIA MOORE

Jr. Telephone Service Representative

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(123) 456 7899
Los Angeles
www.qwikresume.com

SKILLS



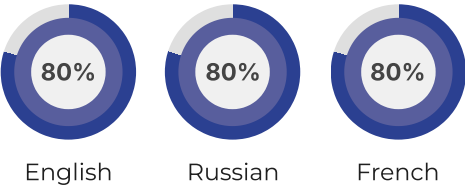
INTERESTS

- Film Gardening
- Traveling Sports Coaching

STRENGTHS

- Criticality Competitiveness
- Assertiveness Detail-oriented

LANGUAGES



ACHIEVEMENTS

- Achieved a 95% customer satisfaction rate through effective communication and problem-solving.
- Reduced average call handling time by 20% while maintaining service quality.

PROFESSIONAL SUMMARY

Enthusiastic customer service professional with 2 years of experience in telephone support. Expertise in effectively handling inquiries, resolving issues, and building strong client relationships. Committed to delivering exceptional service quality while managing high call volumes, ensuring customer satisfaction, and contributing to team success.

WORK EXPERIENCE

Jr. Telephone Service Representative
Seaside Innovations
Apr / 2024-Ongoing
Santa Monica, CA

- Provided exceptional customer service by effectively communicating with clients via phone.
- Addressed inquiries related to Medicare benefits, policies, and procedures.
- Handled Medicare Secondary Payer claim inquiries with accuracy.
- Consistently met departmental production and quality standards by resolving inquiries efficiently.
- Utilized best practices and technology to maintain high productivity and quality.
- Crafted persuasive sales pitches to encourage product purchases and donations.
- Handled billing inquiries and payment processing with accuracy and confidentiality.

Telephone Service Representative
Crescent Moon Design
Apr / 2023-Apr / 2024
Portland, OR

- Managed inbound calls from customers, assisting with loan applications and account adjustments.
- Identified customer needs and provided tailored solutions to enhance satisfaction.
- Ensured accurate information delivery using appropriate methods and tools.
- Effectively handled high call volumes while maintaining a professional demeanor.
- Achieved personal and team sales targets consistently.
- Resolved customer complaints promptly, offering solutions and alternatives.

EDUCATION

Associate of Arts in Business
Springfield Community College
Apr / 2022-Apr / 2023
Santa Monica, CA

Focused on developing essential business skills, including communication and customer service.