

+1 234 567 89 10

beatricewatson@mail.com

United States, San Francisco

Beatrice Watson

EDUCATION

Associate Degree in Media and Communication, University of Pennsylvania, United States, Philadelphia

2017 - 2020

SKILLS

Telephone Etiquette	Expert
Active Listening	Expert
Problem-Solving	Expert
Customer Service	Expert
Data Entry	Expert
Interpersonal Communication	Expert
Empathy	Expert
Stress Management	Expert

LANGUAGES

Spanish French Portuguese

HOBBIES

Traveling
Bike riding
Photography

Call Center Operator

PROFESSIONAL SUMMARY

I am an experienced Call Center Operator with 5+ years of experience in customer service, problem solving and troubleshooting. My biggest achievements were reducing customer wait times by 30% and increasing customer satisfaction by 25%. I possess excellent communication skills, attention to detail, and a strong work ethic.

EXPERIENCE

Health Insurance Call Center Operator, WellGuard Health Assurance, United States, San Francisco

2021 - Now

- Provided comprehensive assistance to policyholders, addressing inquiries regarding coverage, claims, and general policy information.
- Assisted in the processing of health insurance claims, ensuring accuracy and efficiency in claim resolution.
- Facilitated policy renewals, explaining renewal terms, premiums, and any updates to policy coverage.

Customer Service Representative, CallPulse, United States, New Orleans

2020 - 2021

- Provided exceptional customer service to clients throughout a one-year period.
- Assisted with customer inquiries and complaints in a timely manner, resolving issues efficiently.
- Handled a high volume of calls with professionalism.
- Developed a good understanding of the company's products and services.