

Call Center Representative



Los Angeles, CA

Detail-oriented Call Center Representative with over 6 years of experience handling inbound and outbound customer interactions. Adept at resolving customer concerns efficiently while maintaining high satisfaction ratings. Skilled in CRM software, active listening, conflict resolution, and problem-solving.

June 2021 - Now

- Assist an average of 80+ customers daily, resolving issues related to billing, technical support, and account management.
- Maintain a 92% customer satisfaction rating, exceeding company targets for service quality.
- Upsell additional services, increasing customer retention by 15%.
- Train new hires on call handling protocols and customer engagement strategies.
- Monitor customer interactions for compliance and quality assurance.

March 2019 - May 2021

- Handled inbound inquiries, troubleshooting network issues and processing account changes.
- Reduced call escalations by 20% by implementing effective de-escalation techniques.
- Assisted in developing a FAQ database that reduced average call time by 10%.

Expert

Expert

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- Completed “Advanced Customer Interaction Strategies” training – 2022
- Attended “Handling Difficult Customers” workshop – 2023