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markjanwesseling

Portfolio: <https://markjanwesseling.com>

EDUCATION

Bachelor of Arts in Communication Studies (BA)

University of Texas, United States, Austin
2013 - 2017

- Relevant coursework: Interpersonal Communication, Public Speaking, Mass Communication, Intercultural Communication.
- Participated in the university's debate club, honing persuasive communication skills and critical thinking abilities.
- Conducted an independent research project on the impact of social media on interpersonal relationships.

SKILLS

- Customer service and interpersonal communication skills
- Utilizing CRM software for recordkeeping and managing
- Problem-solving abilities with a keen attention to detail
- Multitasking and working in fast-paced environments

MARK-JAN WESS- SELING

CALL CENTER AGENT

PROFESSIONAL SUMMARY

Results-driven and adaptable call center agent with 3+ years of experience providing exceptional customer service. Adept at building rapport with customers and resolving inquiries effectively. Strong communication skills combined with technical knowledge contribute to delivering excellent customer experiences. Committed to maintaining accurate records and promoting upselling opportunities. Demonstrated ability to thrive in fast-paced environments while exceeding performance targets. Seeking a challenging position as a call center agent to leverage skills in enhancing customer satisfaction and driving business growth.

EXPERIENCE

- September 2017 - Now

Customer Service Representative

Pulse Communications / United States, Austin

- Managed high call volume of 100+ calls per day, resolving customer inquiries and providing exceptional service.
- Assisted in troubleshooting internet and cable TV issues, utilizing technical knowledge to resolve issues promptly.
- Collaborated with the sales team to upsell packages and promote additional services to existing customers.
- Maintained accurate records of customer interactions and transactions using CRM software.

INTERNSHIPS

- January 2016 - May 2016

Marketing Intern

BrightStar Marketing Agency / United States, Austin

- Assisted in creating and implementing social media marketing campaigns for various clients.
- Conducted market research and competitor analysis to identify trends and opportunities for clients.

COURSES

- July 2018 / Udemy

Advanced Customer Service Techniques