

# ANNE CARTER

## Call Center Representative



 (123) 456-7890

 anne.carter@email.com

 Los Angeles, CA

### Professional summary

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.

### Experience

Call Center Representative June 2021 - Now

#### Spectrum Communications, Los Angeles, CA

- 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.

Customer Service Associate March 2019 - May 2021

#### Verizon Wireless, Glendale, CA

- 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%.

### Education

#### Certified Customer Service Professional (CCSP), 2021

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

### Skills

CRM software (Salesforce, Zendesk)

Expert

Conflict resolution

Expert

Call handling and scripting

Expert

Upselling and cross-selling

Expert

Multitasking in high-pressure environments

Expert

Data entry and documentation

Expert

Customer engagement techniques

Expert

Technical troubleshooting

Expert

Performance tracking and reporting

Expert

Script adherence

Expert