

Damien Smith

Call Center Representative



ADDRESS	143 Main Ave, New York, New York, 10026, United States	PHONE	890-555-0401
EMAIL	email@example.com	DATE / PLACE OF BIRTH	05/10/1973 / New York, New York
NATIONALITY	USA	DRIVING LICENSE	Full

Profile

Professional and personable Call Center Representative with 7 years of experience handling inbound and outbound calls for telecom and retail companies.

Employment History

Jan 2015 – Nov 2017

HOUSTON, TX

Call Center Representative Comcast

Comcast is an American global telecom conglomerate. As a Call Center Representative, I work on a team of 70 people and am responsible for answering inbound customer calls. My daily activities include:

- Answering approximately 200 inbound customer calls per day in a friendly and courteous manner
- Discussing billing issues with the customer and offering possible solutions
- Providing information on additional products and services
- Following the conversational script provided by Comcast and keeping the customer calls to under 10 minutes
- Escalating customer calls to my supervisor, if needed

Jan 2014 – Jan 2015

HOUSTON, TX

Call Center Agent 1800 Flowers

1800 Flowers is a floral and gourmet foods gift retailer and distribution company in the United States. As a Call Center Agent, I worked on a team of 15 people and was responsible for both inbound and outbound customer calls. My daily activities included:

- On average, answering 40 inbound customer calls during a shift
- Taking orders, inputting orders into our proprietary system, and providing customers with their order numbers and approximate delivery date
- Making outbound customer calls to inform customers when there would be a delay in their delivery date or if there was an issue with payment processing
- Discussing billing issues with the customer and offering possible solutions
- Escalating customer calls to my supervisor, if needed

Education

Nov 2016
HOUSTON, TX

University of Texas Associates Degree

Skills

Customer Retention
Outbound Calls
Rapport Building
Verbal Communication

Inbound Calls
Customer Service
Upselling

Languages

English



Spanish

