

DAMIEN SMITH

Call Center Representative

INFO

ADDRESS

143 Main Ave, New York,
New York, 10026, United
States

PHONE

890-555-0401

EMAIL

email@example.com

SKILLS

Customer Retention

Inbound Calls

Outbound Calls

Customer Service

Rapport Building

Upselling

Verbal Communication

LANGUAGES

English

Spanish

PROFILE

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

EMPLOYMENT HISTORY

Call Center Representative, Comcast

Houston,
TX

Jan 2015 - Nov 2017

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

Call Center Agent, 1800 Flowers

Houston,
TX

Jan 2014 - Jan 2015

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
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EDUCATION

University of Texas, Associates Degree

Houston,
TX

Nov 2016