

# Damien Smith, Call Center Representative

143 Main Ave, New York, New York, 10026, United States, 890-555-0401,  
email@example.com

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Date of birth	05/10/1973	Nationality	USA
Place of birth	New York, New York	Driving license	Full

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

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## EMPLOYMENT HISTORY

Jan 2015 – Nov 2017 **Call Center Representative, Comcast** Houston, TX

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 **Call Center Agent, 1800 Flowers** Houston, TX

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

Nov 2016 **University of Texas, Associates Degree** Houston, TX

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## SKILLS

Customer Retention	Inbound Calls
Outbound Calls	Customer Service
Rapport Building	Upselling
Verbal Communication	

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## LANGUAGES

English	Native speaker	Spanish	Native speaker
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