

# DAMIEN SMITH

## Call Center Representative

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

890-555-0401

email@example.com

Date of birth ..... 05/10/1973      Place of birth ..... 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.

### EXPERIENCE

❖ **Call Center Representative, Comcast** ..... Jan 2015 – Nov 2017  
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

❖ **Call Center Agent, 1800 Flowers** ..... Jan 2014 – Jan 2015  
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

### EDUCATION

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

### SKILLS

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

### LANGUAGES

English

*Native speaker*

Spanish

*Native speaker*