

Anna Ito
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Profile

Customer-focused, bilingual call center professional with over 12 years' experience in high-volume inbound and outbound call centers. Excellent communication and problem-solving skills coupled with high attention to detail and accuracy to provide each customer with a positive experience.

Professional Experience

Call Center Representative, Barton Bank, Baton Rouge, LA

April 2011 – Present

- Use excellent communication and problem-solving skills to provide solutions to banking customers
- Quickly master finance and product knowledge to be able to offer expert advice or escalate to correct departments as required
- Efficiently and accurately record customer details to ensure bank records were kept up to date and all call center agents had relevant information for additional calls

Call Center Agent, Rogers Technical Institute, Baton Rouge, LA

June 2008 – April 2011

- Made 50+ outbound calls daily to customers interested in information technology education
- Consistently exceeded key performance indicator targets regarding call length, conversion rate and customer satisfaction
- Trained four new employees on sales script recitation, product knowledge, conflict resolution and data entry practices

Education

Certificate of Technical Studies in Customer Service

Baton Rouge Community College, Baton Rouge, LA September 2006 – June 2008

Skills

- Call center operations
- Inbound and outbound call handling
- Excellent customer service
- Data entry
- Complaint handling and issue resolution
- Excellent communication skills
- Phone skills
- Fluent in English and Japanese

Certifications

- Call Center Associate Certified, Management and Strategy Institute, 2010