



# Anna Ito

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

6823 Vandermeer Drive,  
Baton Rouge, LA 87654  
email@youremail.com  
(123) 456-7890

## Education

Certificate of Technical Studies in  
Customer Service

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

## Key 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