
Call Center Agent Resume

Job Objective

To secure the position of Call Center Agent that will allow me to utilize acquired skills and experience.

Work Experience:

Call Center Agent, May 2004 – Present
Morales Group, Lansing, KS

- Interacted with and answered and processed customer inquiries.
- Facilitated to make outbound calls.
- Resolved any customer complaints or concerns.
- Managed to handle irate customers in a professional manner.
- Computed data accurately.
- Ensured to make changes to tracked orders.

Call Center Agent, March 2002– April 2004
TCF Financial Corporation, Lansing, KS

- Administered daily workload and follow-up.
 - Adhered to time frames and deliverables.
 - Liaised between the community and the company.
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Summary of Qualifications:

- Remarkable customer service and sales experience in fast paced Call Center
 - Skilled in making recommendations for products and services to meet customer needs
 - Operational knowledge of case management tools
 - Superior customer service skills
 - Sound listening and communication skills both orally and written
 - Excellent analytical and problem solving skills
 - Proven ability collaborating with diverse departments in high pressure situations
 - Profound ability to demonstrate keystrokes with 30 wpm typing
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Education:

Associate Degree in Public Relations, Catawba Valley Community College, Hickory, NC

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