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## Call Center Associate Resume

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### Job Objective

To obtain a Call Center Associate position in a highly reputed organization.

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### Summary Skills:

Vast customer service experience in fast paced call center environment  
Familiarity with ticketing systems, and Helpdesk  
Ability to multi-task and meet multiple demands  
Ability to facilitate service recovery to maintain the companies and clients reputation  
Excellent telephone etiquettes and admirable written and verbal communications skills  
Proven ability to provide satisfaction to customers  
Sound track record of communicating through e-mail

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### Work Experience:

Call Center Associate, August 2005 to till date  
Aerotek, Downey, CA

- Answered calls providing information on card activation, PIN replacement, lost and stolen cards, and coupon conversions.
- Answered calls from retailers to provide prompt, accurate service.
- Kept abreast of all services offered.
- Diagnosed and troubleshoot problems and administered appropriate action.

Call Center Associate, May 2000 to July 2005  
DirectBuy, Downey, CA

- Answered to telephone complaints via scripts and procedures.
  - Compiled information and resolved inquiries and logged customer calls.
  - Confabulated regarding appropriate resolution options.
  - Informed customers about services available and assessed customer needs.
  - Ensured that excellent service was provided to customers.
  - Communicated relevant customer feedback including requests to Manager on Duty.
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### Education:

High School Diploma, Thomas Jefferson University, Pennsylvania, PA

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