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## Call Center Customer Service Representative Resume

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### Job Objective

To obtain a position as Call Center Customer Service Representative with growing firm in which to enhance my skills and help company grow.

### Highlights of Qualifications:

- Ability to make outbound phone calls to end-users
- Ability to accurately identify and route calls
- Outstanding customer service and overall communication skills
- Ability to adjust and succeed in a rapidly changing, fast paced call center environment
- Ability to identify, research, troubleshoot, and resolve customer concerns
- Ability to provide outstanding customer service

### Professional Experience:

Call Center Customer Service Representative  
UnitedHealth Group, Pomona CA  
November 2006 – Present

- Handled customer queries and resolved them and even settled claims keeping in mind the insurance policies.
- Managed customer account records and even passed fraudulent claims to apt authorities.
- Corresponded with immediate supervisor for issues which are not of routine nature.
- Participated in seminars to be updated on the products.

Call Center Customer Service Representative  
Zions Bancorporation, Pomona CA  
February 2001 – October 2006

- Evaluated needs and marketed alternative products or services.
- Coordinated with other departments, clients and prospects.
- Maintained documentation of customer queries, complaints and services extended.

### Education:

Bachelor's Degree In Business  
Bucknell University, Lewisburg, PA

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