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## Call Center Executive Resume

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### Job Objective

To obtain Call Center Executive position in which I can increase my skills and become a valued member of the team.

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### Highlights of Qualifications:

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- Huge experience in selling managed services for Help Desk, Customer Support or BPO
  - Proficient in MS Office suite
  - Outstanding knowledge of managing difficult customer situations, to respond promptly to the needs of the customer
  - Strong Technical, Analytical and Problem Solving Skills
  - Excellent Interpersonal & Management Development Skills
  - Remarkable ability to make efficient use of resources
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### Professional Experience:

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Call Center Executive  
CBS Corporation, El Paso, TX  
August 2007 – Present

- Handled inbound calls and assisted customers with specific inquiries.
- Promoted services and products offered by the company.
- Updated the existing databases with changes and the status of each.
- Resolved customer queries complaints.
- Made calls for Non sales processes.

Call Center Executive  
NCO Group, El Paso, TX  
May 2004- July 2007

- Made calls and arranged for shipment of customers order delivery.
  - Handled customer's shipment tracking inquiries.
  - Registered customer pickup requests.
  - Provided product & service information to customers.
  - Referred customer service queries and complaints to related teams.
  - Managed customer supplies requests.
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### Education:

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Bachelor's Degree in Management  
Bryant University, Smithfield, RI

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