
Call Center Operator Resume

Job Objective

To secure the position of Call Center Operator in a reputable company that will allow me to utilize acquired skills and experience.

Summary of Qualifications:

Strong accomplished call centre experience
Operational knowledge of computers, Internet and standard office equipment
Excellent typing and documentation skills
Outstanding interpersonal skills and customer service
Excellent listening, communication and problem-solving skills
Strong time management and organizational skills
Amazing ability to multi-task, manage detail and troubleshoot

Work Experience:

Call Center Operator, May 2004 – Present
Crawford & Company, Antioch, CA
Delivered exceptional service receiving and responding to incoming calls from customers and coworkers.
Assisted customers by answering questions and transferring calls to departments and stores in a professional and efficient manner.
Liaised between customers and employees and supported store operations.
Trained and educated employees on processes, tools and systems used.
Provided daily sales reporting and various updates to departments.
Call Center Operator, March 2002– April 2004
LHC Group, Inc, Antioch, CA
Handled all incoming telephone calls and redirected to the appropriate location, providing information, placing calls, activating pagers and overhead paging.
Provided answering service for clients, following instructions, dispatching emergency messages, and fax messages to the client.
Monitored all code and dispatch (Fire, power failures, telephone switch alarms, blood bank, doors and gas alarms).
Activated the Alert Notification system.
Dispatched Security and assisted emergency support.

Education:

High School Diploma, Bethel High School, Hampton, VA

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