
Chat Agent Resume

Job Objective

Seeking a Chat Agent position in a stable company where I can use my skills to benefit the company.

Work Experience:

Chat Agent, May 2004 – Present
Bank of America Corp., Kissimmee, FL

- Gained knowledge to leverage multiple sources of information to stay current on product features and technology changes.
 - Performed comfortably in a fast and performance based call-center environment where chats were monitored, reviewed and assessed.
 - Provided consultative solutions to customers based on the needs following the Online Store Customer.
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Summary of Qualifications:

- Profound knowledge of all chatting modes
 - Excellent knowledge of principles and processes of giving the best customer and personal service
 - Ability to maintain a positive attitude in high-stress and fast-paced work environment
 - Adaptive and flexible to changing technologies, process and environments
 - Ability to work and make decisions with minimal supervision
 - Strong interpersonal and communication skills
 - Well organized and attentive to detail
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Education:

Associate Degree in Business, Westchester Community College, Valhalla, NY

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