
Virtual Customer Service Agent Resume

Job Objective

Seeking a position as Virtual Customer Service Agent where I can utilize my knowledge and experience in reputed organization.

Work Experience:

Virtual Customer Service Agent, May 2004 – Present
ACD Direct, Deltona, FL

- Contacted customers concerning scheduled service calls.
- Managed dispatch duties as a substitute.
- Determined service outages and maintained customer information.
- Acquired and maintained up-to-date client product knowledge.
- Provided information to various clients on services and enhancements.
- Assigned to receive, transmit, route, and relay service call information to transmit directly to the service technician.

Virtual Customer Service Agent, March 2002– April 2004
Volt Information Sciences, Deltona, FL

- Used computer terminal to access customer information and conveyed necessary information to customers.
- Answered customer questions and provided accurate billing information.
- Communicate effectively on the radio and over the telephone with customers and co-workers.
- Promptly resolved customer problems and complaints.

Summary of Qualifications:

- Remarkable experience in providing excellent customer service
- Expert in recording customer information and inquiries
- Skilled in processing all aspects of Personal Lines business
- Proficient with MS Office software (Outlook, Word, Excel)
- Strong diplomacy and teamwork skills
- Excellent oral communication and problem solving skills
- Ability to work independently and resolve site issues
- Remarkable ability to listen and respond effectively to repetitive questions

Education:

Associate Degree in Customer Service Support, Highland Community College, Highland, KS

[Build your Resume Now](#)