JD

JOHN DOE

Dedicated Call Center Professional Excelling in Customer Retention

Proven track record of delivering high-quality customer support in fast-paced call center environments. Specializing in client retention, technical troubleshooting, and operational efficiency. Known for consistently exceeding performance metrics and ensuring customer satisfaction.

Location

City, State Abbreviation Zip Code

Phone

(123) 456-7890

Email

email@example.com

Website

LinkedIn | Portfolio

Key skills

- Call center operations and metrics optimization
- CRM software (e.g., Salesforce, Zendesk)
- Customer de-escalation techniques
- Technical troubleshooting and support
- Data accuracy and system migration

Education

Associate Degree in Business Administration | May 2017
State College, City, ST

Professional Experience

Customer Service Representative | XYZ Call Center, City, ST
May 2020 to present

- Maintained a 95% first-call resolution rate, significantly improving overall customer satisfaction ratings by 20%
- Trained 10+ new employees, implementing process improvements that increased team productivity by 15%
- Reduced average call handling time by 10% through innovative workflow enhancements and training

Customer Support Agent | ABC Contact Solutions, City, ST
July 2017 – May 2020

- Managed 150+ daily customer inquiries, achieving a 98% resolution rate and earning a "Top Performer" award for two consecutive years
- Assisted in a large-scale CRM migration project, ensuring data accuracy for over 10,000 customer records
- Streamlined escalation protocols, reducing complaint resolution time by 30%