

# Casey Davis

## Banking Call Center Representative

Engaging banking call center representative with 3+ years of experience handling inbound customer inquiries, resolving complex service issues, and generating digital banking and product referrals. Managed 80+ calls per day with a 97% first-call resolution rate, referred 1,200+ clients to digital banking services driving a 45% enrollment increase, and earned top-5 call quality scores for 6 consecutive quarters at TeleBank Solutions and DirectBank. Known for clear phone-based communication, effective de-escalation, and consistent referral generation.

## CONTACT INFORMATION

 (555) 000-0000

 email@example.com

 City, ST

## EDUCATION

Associate of Arts in Business  
Administration | May 2017  
Community College, City, ST

## KEY SKILLS

- First-call resolution and call quality management
- Phone-based sales and product referrals
- Escalation management and complaint resolution
- Digital banking enrollment and education
- Call center training and new hire onboarding
- Customer satisfaction improvement
- CRM system navigation and account management
- Banking product knowledge and needs-based guidance
- BSA and compliance protocol adherence

## PROFESSIONAL EXPERIENCE

### CALL CENTER REPRESENTATIVE | TELEBANK SOLUTIONS | CITY, ST, MARCH 2021 – PRESENT

- Managed 80+ inbound customer calls per day covering account inquiries, transaction disputes, and product questions, maintaining a 97% first-call resolution rate across all call categories
- Referred 1,200+ clients to digital banking platforms including mobile app, online banking, and bill pay services, boosting digital enrollment by 45% within 12 months
- Handled escalated service complaints and complex account issues, achieving a 92% customer satisfaction score on post-call surveys and reducing escalation transfers to supervisors by 28%
- Identified cross-sell opportunities during service calls, generating 300+ product referrals per year to the bank's personal banker and lending teams
- Maintained thorough and accurate call documentation in the CRM system, supporting case resolution tracking and contributing to a 99% case closure rate within SLA
- Supported quality assurance reviews by participating in call monitoring sessions and implementing feedback that improved personal call quality scores from 82% to 96% over 18 months

### CUSTOMER SERVICE ASSOCIATE | DIRECTBANK | CITY, ST, JANUARY 2018 – FEBRUARY 2021

- Assisted customers with account inquiries, transaction processing, and dispute investigations via inbound phone and live chat channels, handling 60+ contacts per day with consistent quality
- Trained 10 new hires on call center protocols, banking product knowledge, and sales scripts, reducing ramp-to-proficiency time from 6 weeks to 4 weeks per new associate
- Achieved top-5 call quality scores within a 40-person department for 6 consecutive quarters, earning recognition as a service excellence mentor for new hire cohorts
- Supported fraud investigations and chargeback disputes, resolving 95% of cases within SLA and contributing to a \$120K reduction in unrecovered losses through thorough documentation