

Gregory Morris

Call Center Representative

Recent associate degree graduate with two years of retail customer service and six months of inbound phone support through a campus help desk. Comfortable on multi-line systems and looking to grow into a full-time call center role.

CONTACT INFORMATION

 (402) 555-0188

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 Omaha, NE 12345

KEY SKILLS

- Freshdesk ticketing
- Multi-line phone handling
- Active listening
- Microsoft Office
- POS systems
- Typing 58 WPM
- Conflict resolution
- Data entry accuracy

PROFESSIONAL EXPERIENCE

STUDENT HELP DESK REPRESENTATIVE | METRO STATE COMMUNITY COLLEGE IT SERVICES, OMAHA, NE
2023 – 2024

- Answered roughly 45 inbound calls per shift from students and faculty needing password resets, LMS access, and Wi-Fi troubleshooting.
- Logged every ticket in Freshdesk with clear notes so the night shift could pick up open cases without follow-up calls.
- Closed 82% of tickets at first contact by walking callers through fixes step-by-step.
- Covered the front desk walk-up window during peak enrollment weeks.

SALES ASSOCIATE | RIVERBEND OUTFITTERS, OMAHA, NE
2022 – 2023

- Greeted customers, processed returns, and answered product questions during 25-30 hour weekly shifts.
- Hit add-on sales targets in 9 of 12 months and trained two new seasonal hires on the POS system.
- Handled phone orders and gift card lookups during holiday rush, often juggling two callers and a register line.

EDUCATION

- Associate of Applied Science, Information Technology, Metro State Community College, 2024
- Customer Service Excellence Certificate, HDI, 2023