

George Torres

Call Center Representative

Bilingual call center representative with 5 years handling inbound billing, claims, and tech support queues. Top-quartile QA scorer who resolves issues on first contact and de-escalates frustrated callers without manager handoff.

Contact Information



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Tampa, FL 12345

Education

- Associate of Arts, Business Administration, Hillsborough Community College, 2020
- HIPAA Privacy and Security Certification, 2022

Key Skills

- Salesforce Service Cloud
- Zendesk
- Avaya CMS
- Bilingual: English / Spanish
- De-escalation
- HIPAA compliance
- Active listening
- Multi-line phone systems
- Soft skills coaching
- Typing 65 WPM

Professional Experience

SENIOR CALL CENTER REPRESENTATIVE | CRESTMARK HEALTH SERVICES, TAMPA, FL

2022 – PRESENT

- Handle 78 inbound member calls daily across billing, eligibility, and claims status queues while holding average handle time under 5:30.
- Maintained a 94.6% first-call resolution rate over the last four quarters, the highest on a team of 22 reps.
- Selected as Spanish-language escalation point for the Southeast region, taking transferred calls from three other sites.
- Trained six new hires during nesting, covering HIPAA scripting and CRM navigation in Salesforce Service Cloud.
- Flagged a recurring claims denial pattern that led ops to fix an EDI mapping issue, eliminating roughly 40 repeat calls per week.

CUSTOMER SERVICE REPRESENTATIVE | BAYLINE WIRELESS, TAMPA, FL

2020 – 2022

- Resolved billing disputes, plan changes, and device troubleshooting for postpaid wireless customers averaging 60-70 calls per shift.
- Hit 112% of monthly retention quota by saving accounts through targeted plan rightsizing and loyalty credits.
- Earned QA score of 98 across 12 monthly audits, recognized twice as Rep of the Month.
- Documented call notes and case dispositions in Zendesk and Avaya CMS within wrap-up windows.