

Samuel Stewart

Call Center Representative

Call center representative with 6 years across financial services and utilities queues. Consistently ranks in the top 10% on QA and retention scorecards and serves as informal mentor for new hires during nesting weeks.

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KEY SKILLS

- Genesys Cloud
- Oracle CC&B
- Symitar core banking
- Reg E and Reg Z basics
- Fraud claim handling
- De-escalation scripting
- QA self-audit
- Mentoring new hires
- CSAT and NPS metrics
- Microsoft Teams

PROFESSIONAL EXPERIENCE

CUSTOMER CARE SPECIALIST II | SUNDIAL FEDERAL CREDIT UNION, CHANDLER, AZ
2021 – PRESENT

- Handle 55-70 inbound member calls daily covering account disputes, debit card fraud, loan payoffs, and online banking issues.
- Maintained QA score of 96.4 across 28 audits in 2024, ranked #2 of 41 reps on the contact center floor.
- Resolved fraud claims end-to-end including provisional credit, dispute filing, and member callback within the 10-day Reg E window.
- Reduced repeat callbacks on mobile banking issues by walking members through screen-share troubleshooting instead of transferring.
- Selected for the Voice of the Member committee, presenting monthly themes from call notes to product and digital teams.

CALL CENTER REPRESENTATIVE | SONORAN POWER & GAS, PHOENIX, AZ
2019 – 2021

- Took inbound calls for billing, payment arrangements, and service start/stop requests, averaging 85 calls per shift during summer peak.
- Cross-trained on outage queue within first 90 days and covered overnight storm response three times.
- Earned perfect attendance bonus in 2020 and was the go-to floor resource for Oracle CC&B navigation questions.
- De-escalated high-bill complaints using empathy scripting, which lifted my CSAT by 14 points after coaching.

EDUCATION

- Bachelor of Arts, Communication, Arizona State University, 2019