

# JD

# John Doe

## Call Center Customer Service

### CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



Chicago, IL

### EDUCATION

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

### 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

### ABOUT ME

#### 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.

### PROFESSIONAL EXPERIENCE

#### CUSTOMER SERVICE REPRESENTATIVE | XYZ CALL CENTER, CITY, ST MAY 2020 - 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%