

# Damien Smith



## Call Center Representative

<b>Address</b>	143 Main Ave, New York, New York, 10026, United States	<b>Phone</b>	890-555-0401
<b>Email</b>	email@example.com	<b>Date / Place of birth</b>	05/10/1973 / New York, New York
<b>Nationality</b>	USA	<b>Driving license</b>	Full

## 01 PROFILE

Professional and personable Call Center Representative with 7 years of experience handling inbound and outbound calls for telecom and retail companies.

## 02 EMPLOYMENT HISTORY

01/2015 – 11/2017

### Call Center Representative at Comcast

*Houston, TX*

Comcast is an American global telecom conglomerate. As a Call Center Representative, I work on a team of 70 people and am responsible for answering inbound customer calls. My daily activities include:

- Answering approximately 200 inbound customer calls per day in a friendly and courteous manner
- Discussing billing issues with the customer and offering possible solutions
- Providing information on additional products and services
- Following the conversational script provided by Comcast and keeping the customer calls to under 10 minutes
- Escalating customer calls to my supervisor, if needed

01/2014 – 01/2015

### Call Center Agent at 1800 Flowers

*Houston, TX*

1800 Flowers is a floral and gourmet foods gift retailer and distribution company in the United States. As a Call Center Agent, I worked on a team of 15 people and was responsible for both inbound and outbound customer calls. My daily activities included:

- On average, answering 40 inbound customer calls during a shift
- Taking orders, inputting orders into our proprietary system, and providing customers with their order numbers and approximate delivery date
- Making outbound customer calls to inform customers when there would be a delay in their delivery date or if there was an issue with payment processing
- Discussing billing issues with the customer and offering possible solutions
- Escalating customer calls to my supervisor, if needed

## 03 EDUCATION

11/2016

## University of Texas

Houston, TX

Associates Degree

### 04 SKILLS

Customer Retention

Inbound Calls

Outbound Calls

Customer Service

Rapport Building

Upselling

Verbal Communication

### 05 LANGUAGES

English



Spanish

