



# Damien Smith

## Call Center Representative

ADDRESS	143 Main Ave, New York, New York, 10026, United States	PHONE	890-555-0401
EMAIL	email@example.com	DATE / PLACE OF BIRTH	05/10/1973 / New York, New York
NATIONALITY	USA	DRIVING LICENSE	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

Jan 2015 – Nov 2017

Houston, TX

#### Call Center Representative at Comcast

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

Jan 2014 – Jan 2015

Houston, TX

#### Call Center Agent at 1800 Flowers

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**

Nov 2016  
Houston, TX

**University of Texas**  
Associates Degree

**04 SKILLS**

Customer Retention  
Outbound Calls  
Rapport Building  
Verbal Communication

Inbound Calls  
Customer Service  
Upselling

**05 LANGUAGES**

English ●●●●●

Spanish ●●●●●