

# Adam Ren

## Summary

Experienced call center agent with a track record of high CSATs, low average handle times, and high first-call resolution rates. Experienced in several popular call center solutions. Adept at receiving escalations, handling unhappy customers, and resolving complex issues.

## Contact

✉ adamren@email.com

☎ (123) 456-7890

📍 Portland, OR

## Education

### The Ohio State University

Cum laude

Bachelor's Degree  
(Business Ethics)

## Skills

- Communication
- Active listening
- Customer relations
- Task management
- Learning and development
- Microsoft Suite
- Goal setting

## Experience

### Inbound Call Center Representative

Pacific Coast Living (Portland, OR)

2020 — Present

- Handle over 200 inbound calls per shift
- Address customer inquiries and issues quickly and accurately
- Answer questions and resolve complaints effectively
- Cross-train staff members (over 100 peers in two years)
- Achieve above-average CSAT ratings (92% CSAT rating within six months)


### Inbound CSR / Call Center Manager


Network Capital (Beaverton, OR)


2011 — 2020

- Collected customer feedback
- Mastered inbound customer service call scripts in four months, exceeding corporate goals
- Proactively connected with customers to build customer loyalty

# Sandra Palpatine

 (123) 456-7890

 spalpatine@email.com

 Denver, CO

## Summary

Customer-centric call center representative with top-tier production in outbound call centers. Performed in fast-paced, high-volume call center environments.

---

## Skills

- Excellent phone manners and communication
- Creative problem-solver and quick thinker
- Quick learner with an excellent memory
- Patience

## Experience

### Outbound Call Center Representative

Lightning Bolt Insurance (Denver, CO)

2017 — present

- Complete over 160 calls daily (on average)
  - Maintain a 91% CSAT score
  - Engage in active listening, empathy, and solution-focused communication
  - Train new hires
- 

## Education

### The Ohio State University

Columbus, Ohio

Bachelor's Degree  
(Chemistry)

## Achievements

### Employee of the Month

July 2021

Award for outstanding customer service

# Amy Dala

## CUSTOMER SERVICE REPRESENTATIVE

### Summary

Customer call center representative with seven years of experience resolving customer inquiries in an automated call center environment. Passionate about building strong customer relationships.

### Contact

✉ amydala@email.com

☎ (123) 456-7890

📍 Orlando, FL

### Education

**The Ohio State University**

Columbus, OH

Bachelor of Science  
Computer Engineering  
(Communications)

### Skills

- Ability to handle difficult customer interactions
- Strong communication and interpersonal skills
- Ability to work independently
- Ability to work in a team
- Adaptable to any situation

### Experience

#### Automated Call Center Representative

Queen Mobile (Orlando, FL)

2019 — Present

- Handle customer account inquiries using cloud-based tools
- Deliver an exceptional customer service experience
- Correspond with customers regarding billing or disputes online

#### Representative

PM Mobile (Orlando, FL)

2016 — 2019

- Handled 200 calls per day
- Managed communication and collaborated with other departments
- Answered technical questions about internet service

# Ashley Fett

CUSTOMER SERVICE REPRESENTATIVE

## Contact

✉ ashleyfett@email.com

☎ (123) 456-7890

📍 Orlando, FL

## Summary

Seasoned call service representative with six years of experience. Seeking a customer service role in a challenging and fast-paced retail call center environment.

## Skills

- Communication
- Problem-solving
- Organization
- Attention to detail
- Data entry (speed and accuracy)

## Experience

### Customer Service Representative

Pop Kulture Apparel (Des Moines, IA)  
2017 — Present

- Answer customer inquiries and issues through multiple communication channels
- Provide detailed information on orders, shipments, and returns
- Enter orders for customers

## Achievements

### Employee of the Month

July 2021

Award for outstanding customer service


## Education


### Franklin College


2011 — 2014

Bachelor's Degree

# Janine Tarkin

 (123) 456-7890

 janmtarkin@email.com

 Pittsburgh, PA

## Summary

Detail-oriented AR Billing Executive with five years of experience in preparing itemized statements, bills, and invoices. Proficient in resolving billing discrepancies, updating credit files, interacting with clients, and handling data in the system.

## Skills

- Tally ERP 9 (Prime)
- MS Word and Excel
- Phone and email communication
- Leadership
- Drafting
- Data analysis

## Education

### Erie Community College

2017 — 2020

Summa cum laude

Associate of Applied  
Business

## Experience

### Billing Executive

GreenTech

2020 — Present

- Process client invoices using billing software
- Reconcile billing, reviews calculations, and check for discounts on invoices
- Deliver invoices and account updates to clients
- Manage client data to maintain accurate accounting records
- Contribute to process documents to help simplify the billing process
- Improve AR performance by communicating with clients about upcoming payments through phone and email

### Accounts Executive

Erie Community College

2018 — 2020

- Welcomed all School of Business visitors
- Prepared outstanding ledger of clients and civil contractors performing ongoing work at sites
- Assisted in daily bank transactions
- Scheduled appointments and coordinated meetings, in-person and via Zoom

## Achievements

### Employee of the Month

August 2020

Award for outstanding performance

# Charles Ackbar



(123) 456-7890



charlesa@email.com



Pittsburgh, PA

## Summary

Knowledgeable IT support representative with six years of experience resolving hardware and software issues. Provided technical support to clients, solving 90 percent of issues without escalating.

## Skills

- Outstanding troubleshooting skills with technical applications
- Expert in remote and on-premise IT environments
- Understanding of LANs, routers, P2P file sharing, remote servers, TCP and IP networks

## Education

### Colorado State University

2012 — 2017

Master's Degree

(Computer Technology)

### Colorado State University

2008 — 2012

Bachelor's Degree

(Computer Technology)

## Experience

### IT Help Desk Support Representative

Circular Software Company (Denver, CO)

2019 — Present

- Manage servers, application upgrades, and data recovery
- Create and apply bug patches, reducing unscheduled downtime
- Monitor and manage applications via a virtual desktop

### IT Help Desk Support Representative

Blackburn Software (Denver, CO)

2017 — 2019

- Managed servers, application upgrades, and data recovery
- Created and applied bug fixes
- Identified root causes of errors and implemented solutions

# Luke Hamill

CUSTOMER SERVICE REPRESENTATIVE

## Contact

✉ lukehamill@email.com

☎ (123) 456-7890

📍 Los Angeles, CA

## Summary

Outgoing professional experienced in customer service. Excellent communicator and problem-solver well-suited for a call center agent role. Friendly, empathetic, and skilled at de-escalating high-stress situations.

## Skills

- Excellent phone manners and communication
- Creative problem-solver and quick thinker
- Fast learner with an excellent memory
- Patience

## Experience

### Brand Associate

Owen Brothers Clothing Shop  
2020 — 2023

- Worked closely with customers in a fast-paced environment
- Helped customers find and purchase clothing and accessories
- Delivered courteous customer service in person and over the phone
- Handled dissatisfied customers with patience and respect

## Achievements

### Employee of the Month

July 2021

Award for outstanding customer service

## Education

### The Ohio State University

2023

Associate Degree  
(Communications)

# James Vader

## SENIOR CUSTOMER SERVICE REPRESENTATIVE

### Summary

Experienced call center agent with a track record of high CSATs, low average handle times, and high first-call resolution rates. Experienced in several popular call center solutions. Adept at receiving escalations, handling unhappy customers, and resolving complex issues.

### Contact

✉ jamesvader@email.com

☎ (123) 456-7890

📍 Los Angeles, CA

### Education

#### Springfield High School

Springfield, Illinois | 2017

Training in active listening, empathy, negotiating, and effective apologies

### Skills

- Strong problem-solving and analysis
- Outstanding oral and verbal communication
- Zendesk CRM and Support Suite (experienced)
- Aircall (proficient)
- 90 WPM data entry

### Experience

#### Senior Inbound Call Center Representative

Dark Moon Communications (Remote)

2018 — 2022

- Promoted to senior level due to high performance
- Resolved escalations of complex issues and dissatisfied customers
- Coached junior team members
- Monitored customer calls and provided feedback to agents
- Delivered courteous service, resolved issues, and preserved customer relationships

#### Inbound Call Center Representative

Starbase Communications (Remote)

2015 — 2018

- Answered 200+ calls per day at CSAT of 91% and FCR of 85%
- Resolved customer issues in billing, service, and quality
- Cross-sold and upsold products



# Leia Fisher



(123) 456-7890



leiafisher@email.com



Pittsburgh, PA

## Summary

Proven call center manager with experience overseeing high-volume call centers. Excellent motivator who gets teams to perform to their potential. Experienced talent evaluator and hiring manager with employee retention rates 20% above the industry average.

## Education

### The Ohio State University

Columbus, OH

Bachelor of Science

(Business Administration)

## Skills

- Coaching and mentoring
- Analyzing performance data
- Setting vision and KPIs
- Hiring and training
- Communicating effectively
- Leading through change

## Achievements

### Certified Call Center Manager

Trained in quality assurance, cost management, and forecasting

## Experience

### Call Center Manager

Organa Electric | 2018 — 2023

- Managed 225 call center agents and eight supervisors
- Increased CSAT from 74% to 91% within first nine months while also reducing AHT by 21%
- Improved internal NPS by 25% and reduced employee turnover by 14% through improved communication and coaching

### Call Center Manager

Pilot Paper Company | 2017 — 2019

- Managed 100 call center agents and four supervisors
- Improved KPIs across the board: CSAT up 15%, AHT down 30%, FCR up 23%
- Coached team members: shared individual performance data, set goals, monitored calls, provided feedback

### Call Center Manager

Force Software | 2015 — 2017

- Managed 50 call center agents and two supervisors
- Reduced hold times by 30% and increased FCR by 27%
- Increased cross-sell revenue performance by 130% through coaching and regular KPI reviews

# Hugh Bacca

## CALL CENTER REPRESENTATIVE

### Summary

Insurance claims representative with eight years of experience successfully resolving sensitive customer calls. Committed to fostering empathetic dialogue with English- and Spanish-speaking callers. Able to handle high claims volumes while exceeding CSAT targets.

### Contact

✉ baccahugh@email.com

☎ (123) 456-7890

📍 New York, NY

### Languages

- English (Native)
- Spanish (Professional)

### Education

#### The Ohio State University

Columbus, Ohio | 2013

Bachelor of Arts  
(Foreign Language)

### Skills

- Bilingual customer service
- Claims and data processing
- NYS Insurance Law
- Document review
- Effective communication

### Experience

#### Insurance Claims Center Representative (Bilingual)

Millennium Insurance (New York, NY)

2017 — Present

- Translate calls
- Maintain a 95% CSAT
- Build trusting customer relationships
- Study and apply NYS Insurance Law
- Efficiently resolve detailed claims
- Maintain updated and thorough claims log
- Assist with training new hires

#### Insurance Customer Service Representative (Bilingual)

Falcon Insurance (New York, NY)

2015 — 2017

- Answered 150+ inbound calls daily from English- and Spanish-speaking customers
- Maintained an average handle time of four minutes per call and a 97% CSAT
- Provided callers with relevant information about Falcon Insurance's products

# Benjamin Guinness

## CALL CENTER MANAGER

### Contact

✉ bguinness@email.com

☎ (123) 456-7890

📍 Los Angeles, CA

### Skills

- Working independently in a remote work environment
- Strong problem-solving and analysis
- Outstanding oral and verbal communication
- Zendesk CRM and Support Suite (experienced)
- Aircall (proficient)
- 90 WPM data entry

### Education

**The Ohio State University**

2016

Master's Degree

### Summary

Five years of experience as a call center representative in a fully remote work environment. Proven ability to handle a high volume of customer inquiries quickly, professionally, and efficiently.

### Experience

#### Call Center Manager

Two Suns Cable (Remote)

2019 — Present

- Answer 250+ calls per day at CSAT of 90% and FCR of 77%
- Resolve customer issues, inquiries, and buyer-seller communication
- Log detailed call notes

#### Call Center Representative

Dune Insurance (Remote)

2018 — 2019

- Achieved consistent customer satisfaction ratings of over 90%
- Answered customer questions and resolved customer tickets
- Maintained customer records

# Harrison Solo

## E-COMMERCE REPRESENTATIVE

### Contact

✉ hsolo@email.com

☎ (123) 456-7890

📍 Los Angeles, CA

### Summary

Experienced e-commerce customer service representative with a proven ability to handle customer questions and issues. Great at providing satisfactory solutions and an exceptional customer experience.

### Skills

- Excellent communication
- Quick learner
- Skilled in multichannel communication
- Elite problem-solving
- Exceptional interpersonal skills

### Experience

#### Call Center Representative (E-commerce)

Blue Planet

2017 — Present

- Manage customer interactions across multiple channels
- Resolve high-priority, escalated issues within target time frames
- Train new team members

#### Call Center Representative (E-commerce)

Gabby's Gifts

2013 — 2017

- Provided an excellent customer experience handling questions about order status, shipping, and tracking
- Answered customer inquiries, placed orders, and processed returns
- Maintained a 91 percent CSAT score

### Education

#### University of Kentucky

Class of 2020

Bachelor's Degree

(E-commerce)

# Natalie Lando

CUSTOMER SERVICE REPRESENTATIVE

## Contact

✉ nlando@email.com

☎ (123) 456-7890

📍 San Francisco, CA

## Summary

Organized financial services CSR who excels at processing high volumes of error-free transactions and meeting goals. Detail-oriented expert with seven years of cash handling and customer service experience.

## Skills

- Attention to detail
- Financial transactions
- Communication
- Accuracy
- Credit products
- Business development
- Initial contact

## Experience

### Customer Service Representative (Financial Services)

Cloud City Banking  
2019 — Present

- Handle customer escalations surrounding fees our banking policies
- Process 250 transactions daily
- Verify and process payments for loans, mortgages, and public utility bills

### Customer Service Representative (Financial Services)

Cloud City Banking  
2016 — 2019

- Connected customers with financial specialists and experts
- Assisted customers with financial goals and discussed strategies
- Provided exceptional customer experience

## Education

### San Diego State University

2012

Associate Degree  
(Finance)

# Steven Yoda

## Summary

Exceptional software support specialist with 18 years of experience. Driven to increase customer retention, maintain customer satisfaction, and improve customer loyalty. Proven ability to build meaningful relationships with clients and exceed goal expectations.

## Contact

✉ stevenyoda@email.com

☎ (123) 456-7890

📍 Albuquerque, NM

## Skills

- iOS
- Microsoft 365
- Complex problem-solving
- Critical thinking
- Troubleshooting
- Active listening

## Education

**The Ohio State University**

2022

Bachelor of Science  
(Computer Engineering)

## Experience

### Software Support Representative

DroidTech (Albuquerque, NM)

2010 — Present

- Handle customer support requests and resolve issues
- Interact with customers through multichannel support
- Proactive customer communication regarding ticket statuses


### Software Support Representative


Rockbots Software (Albuquerque, NM)


2005 — 2010

- Applied fixes to software, hardware, and systems issues quickly
- Met and exceeded ticket resolution and performance goals
- Collaborated across teams and shared knowledge to improve first call resolution
- Identified and found solutions to recurring issues

# Kelly Jabba

 (123) 456-7890

 kellyjabba@email.com

 Pittsburgh, PA

## Summary

Results-driven call center representative with 11 years of experience in healthcare support. Proven record of providing empathetic and compassionate support to patients and their families.

## Skills

- Coaching and mentoring
- Analyzing performance data
- Setting vision and KPIs
- Hiring and training
- Communicating effectively
- Leading through change

## Education

**Columbus State  
Community College**

2010

Associate Degree  
(Business Administration)

## Certifications

**Certified Healthcare  
Customer Service Rep**

- Trained on best practices and HIPAA compliance

**Medical Coding certification**

- Trained on 3M coding software

## Experience

**Healthcare Call Center Representative**

Renko Health

2017 — 2023

- Provided customer service for healthcare organizations through multiple channels (phone, email, messaging)
- Monitored prescription orders from end to end: filling, shipping, tracking, and delivery
- Researched issues and created out-of-the-box solutions

**Customer Service Representative  
(Healthcare)**

Big Bear Health Solutions

2012 — 2017

- Responded to incoming calls and emails related to insurance inquiries, coverage, and prescriptions
- Assessed customers' issues and connected them with the appropriate department
- Provided information on healthcare benefits, mail-order programs, and in-network and out-of-network pharmacies