

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Verizon Customer Support - Company / Location

August 2021 to February 2023

- Promptly and kindly resolved customer issues with billing, service, and products without needing to involve superiors or other departments
- Learned new technologies for customer relationship management and problem-solving
- Executed proactive customer outreach to generate new leads and keep cold leads interested in the company and product
- Attentively and empathetically addresses customer complaints, helping them to feel heard and understood without speaking ill of the company
- Organized and managed customer feedback and relevant data to help improve scripts and calling times for customer convenience

Spora Telemarketer - Company / Location

September 2019 to July 2021

- Spoke with an average of 60 potential customers per day to sell products
- Managed customer contact lists in an organized and timely fashion to prevent double-calling or forgotten clients
- Thoroughly explained the product benefits and payment methods so customers could clearly understand their options
- Memorized multiple cold call scripts and utilized them on demand depending on the type of customer on the phone
- Delivered enthusiastic and convincing sales pitches that were successful 76% of the time, the highest success rate in my office

Project Experience

- Designed a new safety evacuation plan for my workplace to ensure everyone knows what to do in the event of an emergency
- Completed a capstone report on the importance of kindness in customer service and how a representative's demeanor influences the customer experience

Education

High School Diploma - Denver South High School

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Friendly and positive
- Safety conscious
- Punctual
- Outstanding Collaboration
- Innovative Problem-solving

Licenses & Accreditations

Licenses Licenses & Accreditations

- CPR and First Aid Training from the American Red Cross
- FAA Certification