

NAME
Street Address
City, State Zip
Home:
Cellular:
Email:

OBJECTIVE: To utilize my skills in Customer Service and Office Administration.

QUALIFICATIONS & STRENGTHS:

- 3 years experience in Customer Service and 18 years experience in Office Administration.
- Proficient at handling extensive work volume and varied functions, either alone or in a team setting.
- Call center experience requiring problem resolution, customer retention, and sales.
- Proven ability to effectively train personnel and to write training material.
- Experienced at recommending production improvements to supervisors.
- Skilled at efficiently utilizing database systems and software programs.
- Strong analytical and organizational skills.
- Compassionate, team player, resourceful, self-motivated, and dependable.
- Excellent interpersonal skills, phone manner, and office etiquette.

ACHIEVEMENTS:

- Efficient problem resolution resulted in 21% increase in customer retention.
- Improved production 56% by reorganizing data management systems.
- Unique handling of top-secret information resulted in organization's award of significant contract.
- Nominated by management to receive specialized training because of ability to train other employees.
- Awarded certificate for perfect attendance.

EXPERIENCE:

3/07-3/09	AT&T Customer Relations Agent Handled incoming calls from customers regarding phone and internet services.	Atlanta, GA
3/06-6/07	CGS Customer Service Agent Handled incoming calls assisting employees in the replacement or repair of laptops.	Atlanta, GA
7/99-12/05	Bell South Customer Service Representative Processed computer data necessary for the production of white and yellow page advertisements.	Atlanta, GA

EDUCATION:

Paralegal Certificate	Atlanta Metropolitan College	Atlanta, GA
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SPECIAL TRAINING & SKILLS:

Training Courses:

Customer Care & Conflict Resolution, 2001 (Bell South)
Call Center Operations/Customer Service Training & Resolution, 2007 (AT&T)

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Skills:

Website Management
Transcription
Letter Composition
Inbound/Outbound Phone Resolution
File Management/Recordkeeping
10-key data input

Software:

Microsoft Word
Microsoft Excel
Photoshop

INTERESTS:

Visiting elderly people; volunteering at women's shelters; sewing; reading; and encouraging people.

REFERENCES

Available Upon Request