

I'm not a bot



EXPERIENCECoached.com March 2019 - PresentLead Customer Support SpecialistLeveraged data analysis tools to evaluate customer experience, identifying opportunities for improvement which resulted in a 15% increase in customer satisfactionPiloted a social media campaign to provide real-time customer support, driving up customer engagement by 30%Overhauled the customer support team's reporting strategy in Microsoft Excel, resulting in more efficient data entry and a time-saving of 20%Attained an impressive team sales growth of 12% through effective training in upselling and cross-selling techniquesImproved call center administration by implementing a new shift scheduling system, leading to 25% increase in operational efficiencyVodafone February 2016 - February 2019Customer Support SpecialistAddressed, resolved, and followed up on all customer inquiries, resulting in 40% faster claim resolutionRaised customer retention by 15% through the development and implementation of an effective customer relationship management strategyEnhanced the company's public relations image by managing customer situations quickly and effectivelyResume Worded July 2013 - January 2016Support AssistantManaged typing tasks with 98% accuracy, ensuring all written communications were error-freeCreated and standardized office administrative processes that enhanced the workflow, and resulted in a 15% increase in efficiencyPlayed a key role in the customer relations team, contributing to the resolution of complex customer inquiriesEDUCATIONResume Worded Academic Center January 2019Certified Customer Service Professional (CCSP)Accomplished certification while maintaining full-time employmentResume Worded University June 2013Bachelor of Business Administration - Management Information SystemsIncluded coursework in Customer Service Operations and ManagementRecognized on Dean's List (Top 10%) for academic excellenceSKILLSCustomer Service Software: Intercorn, Zendesk, Freshdesk, Help Scout, Groove, KayakoTelecommunications Software: RingCentral, Cisco Webex, Slack, Microsoft Teams, Zoom, SkypeMicrosoft Office Suite: Microsoft Word, Excel, PowerPoint, Outlook, Sharepoint, OneNoteLanguages: English (Native), Spanish (Fluent), French (Conversational)OTHERCertifications: Certified Help Desk Analyst - HDI Leadership & Volunteering: Member, International Customer Service Association (ICSA). Volunteered at local food drives for Feed AmericaProjects: Developed and executed a company-wide customer support improvement strategy at Coached.com, resulting in a 30% increase in customer satisfaction ratings Share — copy and redistribute the material in any medium or format for any purpose, even commercially. Adapt — remix, transform, and build upon the material for any purpose, even commercially. The licensor cannot revoke these freedoms as long as you follow the license terms. Attribution — You must give appropriate credit, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use. ShareAlike — If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original. No additional restrictions — You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits. You do not have to comply with the license for elements of the material in the public domain or where your use is permitted by an applicable exception or limitation. No warranties are given. The license may not give you all of the permissions necessary for your intended use. For example, other rights such as publicity, privacy, or moral rights may limit how you use the material. Agent responsible for handling complaints, processing orders, and communicating services A Firestone customer service representative in Berkeley Heights, New Jersey Customer service representatives, customer service advisors, customer service agents, or customer service associates are employees who interact with customers to handle and resolve complaints, process orders, and provide information about an organization's products and services. They may work in an office with a call center or in retail.[1][2] Customer service representatives answer questions or requests from customers or the public. They typically provide services by phone, but some also interact with customers face to face, by email or text, via live chat, and through social media.[3] Qualifications include good communication, problem-solving, and computer skills.[1] Customer service representative positions often require at least a high school diploma.[4] Representatives often have some experience with office software.[5] First impressions are very important in this job. The moment one begins to communicate with a customer, one is being judged. The way one communicates with a customer will not only influence how the conversation develops, but the overall impression of the CSR and the organization they represent. There are five key customer service skills that define the best CSRs: Ability to establish rapport with customers. Problem solving Strong listening skills Strong commercial awareness Team working Although earnings may vary, the median hourly average for CSRs in 2017 was \$15.81, in the US.[2] People in this job typically have less than 20 years' experience. Skills that are associated with high pay for this job are those in customer service metrics, Microsoft Office, customer relationship management, and oral and verbal communication. Sales territory Clerk ^ a b "What is a Customer Service Advisor?". customerservicemanager.com. Archived from the original on December 18, 2008. Retrieved 22 August 2015. ^ a b US Department of Labor ^ "Customer Service Representatives : Occupational Outlook Handbook : U.S. Bureau of Labor Statistics". www.bls.gov. Retrieved 2021-05-31. ^ "Customer Service Representatives : Occupational Outlook Handbook : U.S. Bureau of Labor Statistics". www.bls.gov. Retrieved 2024-01-25. ^ "Average Customer Service Representative (CSR) Hourly Pay". PayScale. November 5, 2018. Retrieved November 7, 2018. Retrieved from "You'd think that crafting resumes and writing cover letters would get easier as you progress through your career. Unfortunately, that's not the case. Entry-level and experienced call center representatives alike struggle with resume making. Expanding on limited experience or condensing decades of work to fit one page is not an easy task, so that's where we come in. We've taken the time to analyze hundreds of resumes from call center representatives and used analytic tools to determine what does (and what doesn't) land applicants interviews in 2025. We've generated 17 call center representative resume samples to help you land your next call center job using this analysis, or download as PDFIf you only change one thing about your call center resume, make sure you estimate your work contribution with quantifiable metrics (numbers) Utilizing numbers strategically on your call center resume will allow you to convey more information in a smaller amount of space instead of describing your experience with words alone.A cluttered, busy resume is a sure way to ensure hiring managers miss out on key information. Since employers review 100-200 applicants per call center job posting, they only have time to spend an average of six seconds on your resume. Make that time count by efficiently demonstrating your capability.Avoid filler words and use numbers as often as possible.Include a resume summary if you're willing to specialize it for each job to which you apply. This means it should include keywords from each job description and specifically mention job titles and companies.When do you need a resume summary? They're helpful in setting you apart from the competition if you boast 10+ years of expertise in your field and have specializations you can showcase.or download as PDFOne of job seekers' most commonly undervalued resume sections is the resume skills section. Though many applicants fail to pay attention to this small space on their call center representative resume, it's the second most important section.To avoid instant elimination from the sea of applicants, ensure that your call center representative resume includes relevant skills. Check the job description, look for key skills and talents, and have them on your resume. Resumes are frequently processed by applicant tracking systems (ATS) before they reach hiring managers. Call center resumes at this stage with skills that are not specifically pre-selected by hiring teams will never be seen by people. Instead, they're automatically rejected. We may sound like a broken record, but it bears repeating that you must include quantifiable metrics in your resume. When an employer reads your resume, they should instantly know that you're extraordinary. Present yourself as confident, capable, and goal-oriented by demonstrating your value and that you understand the job responsibilities. What makes recruiters want to interview you? The numbers!Pretend for a moment that you're an employer charged with bringing on an exceptional new team member. Review your current resume and see what you think or download as PDFQuantified achievements for each past role demonstrate how you're the perfect fit for the job. Show your tangible improvements (ex: reducing call transfer times, increasing customer satisfaction scores, and streamlining bug resolution) recruiters will hire you.Also, remember to weave in your software skills such as Salesforce to give your call center agent resume an edge and put you ahead of the rest.or download as PDFCall center managers should demonstrate increased responsibility throughout their careers. For example, if you used to mentor a small group of co-workers and now manage a large call team, you should mention that in your work experience.Increased work responsibilities demonstrate growth and personal development, showing potential employers that you will continue to become more valuable to the company over time and increasing the chances of being contacted for an interview. As a manager with extensive responsibilities and expertise, condensing your call center manager resume into a single page can be hard. Focus on quantifiable information, which will save space while highlighting your accomplishments.Though you may value an internship you completed 15 years ago, it's no longer relevant to your resume. Only include the most recent (and related) jobs you've held, and save an anecdotal tidbit about your internship for the interview. When you have years of experience, your managerial resume may become denser. Ensure that hiring managers read the most important expertise on your resume by listing it in reverse-chronological order. When your most recent work experience is listed at the top, we've found that employers are twice as likely to request an interview. View more call center manager resumes >or download as PDFThis call center customer service representative resume is effective due to its concise presentation. The summary provides a quick overview of the applicant's expertise and shows the potential to bring value to the new job.You can borrow a leaf here by composing your pieces to highlight big achievements and matching them with realistic numbers, or download as PDFBragging that open position soon is on your bucket list, huh? At the very least, you're a go-getter, and you know what else could ramp up your odds? A polished phone call experience resume that plays up your strong suits. However, don't be tempted to overstate your achievements, skills, or other qualifications. What happened to keeping it real?What happens if a hiring manager or prospective employer catches you stretching the truth on your application document? It's not pretty. You're labeled as untrustworthy, and your once-compelling showpiece quickly gets a place in the trash pile. After all, doesn't honesty matter even in our personal relationships? So, in fewer words, let your legitimate talents do all the talking, or download as PDFWhat are the odds the potential employer will bring you into the fold if they doubt you're a safe pair of hands? It's pretty low in our book. However, a phone customer service resume that calls attention to your accomplishments in a similar role says you're right up their alley and could change their mind.Perhaps recount when you analyzed customer queries using Dialpad and used a personalized service approach, reducing repeat calls to below 18 per week. And don't hesitate to talk big about when you processed customer tickets in Kayako, shortening the monthly ticket backlog by maybe 28 hours, or download as PDFSo, you're on a mission to piece together that kick-ass call center technical support resume to give you a leg up on the competition. Ensure that, at the very least, you discuss job-relevant technical skills that say you have what it takes to meet (and exceed) expectations.So, instead of highlighting the same old soft skills (cue time management, leadership, hard work, initiative, etc.) in your resume's skills section, replace them with titans (read technical tools) like Jira Service Management, LogMeIn Rescue, Zendesk and ServiceNow Knowledge Base) and don't forget to showcase their applications in your work history, or download as PDFA well-formatted bilingual call center representative resume that serves your competence on a silver platter? Yes, that could be your golden ticket to more lucrative career opportunities. But again, how do you ace it?Start with the basics. You want to avoid commonplace formatting and layout mistakes, such as varying bullet point styles, inconsistent fonts, too much color, and misaligned text. Why not go with a two-column template, with the broader column nesting your work history, while the thin one hosts your header, education credentials, and skills? A splash of color here and there (think orange for the header and names of former places of work) is a nice touch, or download as PDFWere you aware that up to 97.4% of the big-league players—the Fortune 500—sift through applications using ATS, those digital gatekeeper candidates have learned to dread? Now, chances are, your potential employer has jumped on the bandwagon, too, which begs the need to make your remote call center resume ATS-friendly.A simple, one-column layout, legible fonts, relevant keywords, and the reverse chronological format are just some of the things you should give thought to squeeze your resume through the ATS, making sure Sally, the recruiter, sees it and gets why you belong in the hiring company's team. And please, ditch the visuals (think graphics, images, tables, and charts)—they don't play nicely with ATS bots, or download as PDFFor your high-volume call center resume, emphasize relevant accomplishments by bolding, underlining, or italicizing a couple of phrases—it tells recruiters you're a valuable find deserving of a spot on your dream team.Check out Marlowe's masterpiece for phrases like "...surging closure rates by 21% while handling an average of 156 tickets per day" and "...informing data-driven decisions that reduced costs by \$4,664 in three months," or download as PDFNow, to ensure that your medical call center representative resume hits the big time and becomes the potential employer's favorite, steer away from the typical and let accentuated and quantified phrases do the heavy lifting.Take another peek at Cyrus' showpiece. It's not hard to notice underlined and bolded statements like "improving staffing schedules and decreasing staff overtime costs by \$3,208 per month" and "managed NICE inContact to streamline communication, handling over 128 patient calls per day with 16% less wait duration." Two things about them: they stand out from the rest of the text, and more importantly, they are numbers-backed, signaling tangible value to the hiring team. Italicizing can work if underlining isn't your style, or download as PDFAs an outbound call center agent, more than anything, you should demonstrate superior efficiency and customer service skills. Cross-check your outbound call center resume with the job description and job role you're applying to, ensuring you address every area they discuss.At a minimum, you should demonstrate your capacity to handle high call volumes, ensure customer satisfaction, and achieve or exceed sales targets. You'll make yourself an even more compelling job candidate if you highlight how you boosted efficiency for yourself and your co-workers.Mentioning command over popular customer service software tells employers that you'll require less job training and may be able to train other staff members on new software programs. Customize your resume for every job to which you apply. Some job descriptions may include specific software used, and some may specify different outbound call specializations. For example, some might focus on meeting high-volume needs, while others may emphasize following up with repeat or long-term clients and establishing strong customer relationships.Your resume won't look the same for every application.Try reorganizing, quantifying, and using an active voice throughout your resume. Then check your resume to make sure you get interviews using our resume checker.View more outbound call center resumes >or download as PDFWe get why you're contemplating pasting your photo at the top of your e-commerce call center representative resume—everyone, even the recruiter, loves a sight for sore eyes. However, that move alone could torpedo your job chances.A photo on your resume could trigger a ton of undesirable things. For example, it makes you the prime candidate for recruitment bias and wastes valuable space that you can use to sell yourself better. Again, your professionalism could take a hit, or download as PDFWhen you're looking to make your first break into a career, it can feel impossible to craft a compelling entry-level call center resume. How do you demonstrate your job capabilities when you have limited prior experience, irrelevant experience, or no job experience? Fortunately, employers understand that you may have a limited work history when you're applying to entry-level positions, so don't lose hope!The most important thing you can do is demonstrate the key skills and responsibilities highlighted in the job description. If you have some relevant prior experience, make sure it features prominently in your work experience sections and quantify your work in each role. If you have irrelevant job experience, you can still highlight relevant skills and responsibilities. For example, if you're looking for a job as a call center representative, you can highlight soft skills like "friendly" or "empathetic." If you do not have any work experience, remember that you can detail school projects (perhaps ones that required great communication or leadership), volunteer experience, or extracurricular activities that required relevant expertise. Include a resume objective if you're willing to specialize it for each job to which you apply. This means it should include keywords from each job description and specifically mention job titles and companies.When do you need a resume objective? They're more important if you're looking for a career change. They're also helpful if you're a little light on experience and need to fill up space, or download as PDFThe applicants who presume educational background doesn't matter for a call center rep are like sardines in a can. But they're dead wrong, so best believe that a financial services call center representative resume showcasing your relevant academic qualifications could help you stand out.Let's say you have a bachelor's degree in finance—that should pull the strings in your resume. It says you have the required background knowledge to gratify clients' needs. Make a mental note to add your alma mater, its location, and the dates you attended—the education section is as useful as a chocolate teapot without those deets, or download as PDFPicture Nathan, a recruiter, grappling with a lengthy list of impressive candidates. It's not surprising he's looking for reasons to scrape out some. Now, to be on the safe side, make sure you get everything right on your software call center representative resume, including company names.Let's break it down for you. Spelling the names of your current or former places of work right might not seem like a big deal. But trust us, slip up on this, and it could come back to bite you. How so? It screams a lack of attention to detail, and you certainly don't want a prospective employer thinking that about you.Before reaching the actual employer, your resume will go through a strict ATS system that, let's just say, isn't very forgiving when you miss out on details. To bypass it smoothly, focus on the sections we've listed below:As someone who handles a customer-facing job, you know the importance of first impressions better than anyone else. That's exactly how resume formatting works, too, in recruitment. Use organized formatting, and you'll be safe. Be unorganized, and employers won't even bother looking at your application for more than five seconds. Here's how you can make your call center representative resume sound crystal clear.Skills, work, experience sections: These sections are the strong suit of your resume; get them right, and you'll have interview calls rolling up in no time.Resume length: You may have tons of experience to talk about, but it's important to fit everything in one page. Going anywhere beyond one page can disinterest employers.Bullet points: Having 4-5 bullet points for each job is the sweet spot. They're like your best elevator pitches: short, sharp, and impactful.Writing "I answered calls" makes you sound like every other call center agent. Check out the job description and see what your employer really prioritizes. Is it customer satisfaction rates? Quick resolutions? Or lowering repeat complaints?Identify what they're looking for and craft your bullet points accordingly, but remember to quantify each one of them.Wanna sound like the person who can solve any problem customers have? List your communication and CRM skills together. Try something like this:PatientConflict ResolutionCompassionateSalesforceLiveChatServiceNowAvaya AuraOracle CRMThere may not be a bachelor's in "Calling Customers," but you will need to show that you're trained well enough to handle the daily pressure of answering queries. So, even if you only mention your high school diploma, add a few certifications like Certified Customer Service Professional.Keep all your work experiences aligned in a reverse-chronological format with quantified bullet points to highlight your latest accomplishment first.Include certifications and training in customer service or even communication in general, and show employers that you're more than prepared to deal with customers. Use a combination of CRM and strong communication skills to present yourself as an all-rounder customer support agent.What skills should a call center representative have on a resume?On top of the must-have skills on a call center representative resume is the ability to handle a high call rate, problem-solving, and excellent communication. When you're good with these attributes, you'll be ahead of other applicants, and you can easily catch the eye of recruiters. Don't just list the skills and hope they're enough; go further and show what you've achieved in the past.What makes a good call center representative?To be a standout call center representative, you must have exceptional resolution management and soft skills. You should be able to patiently listen and guide global customers to fix their issues. It's best to naturally incorporate the technical and soft skills mentioned in the job description into your resume and work experience.How do you write a call center representative job description?Go over the job advert again and understand what it is asking for. Once you have your answer, match your resume to the requirements as much as possible. Start your work experience bullet points with action verbs, include industry-specific skills, and add metrics to your achievements. You want to paint a picture of the perfect candidate who fits into the role and gets things done from the first day. When you are on the hunt for a new Call Center Representative position, it is essential to check out clear and professional example resumes first. With hundreds of other Call Center Representatives looking for a new job every day, you want to make sure your resume stands out by being both informative and intriguing. Take a look at our 2024 Call Center Resume & sample guide. Or download these resume examples in PDF at the bottom of this page for free No matter how long you have been working as a Call Center Representative, there are some key things that every employer wants to see on your resume. Since a Call Center Representative's job is very metrics-driven, potential employers want to know what your average call times are, how many calls you took per day, and what your first call resolution rates were. They also would like to know what level of the call center you are comfortable working on, for example, if you were the first person a customer would talk to (L1) or if you received escalated or complex calls (L2 / L3). Next, an employer wants to see what type of environment you were in, including the number of people in the call center and the industry. There is a big difference between working alongside five coworkers versus working alongside 500 other representatives. Lastly, an employer would like to know what kind of issues you were dealing with on your calls. Did customers call you to discuss billing issues? Or did they call to inquire about new products or services? Be as concise as you can and explain all the types of calls you are familiar with fielding. 1. Contact Information:Name, Address, Email, Phone Number, Nationality 2. Profile:1 - 3 sentences giving a broad overview of your profession, years of experience in the industry, and specific areas of specialty (ex. Billing, Products & Services, Technical Troubleshooting) 3. Employment History:Showcase your employment history and include a list of your daily responsibilities. If you are new to being a Call Center Representative, you can add other employment (ex. Server, Sales, etc.) to show you have work experience. If you have been in the industry for a while, only include your Call Center Representative experience. 4. Education/ Certifications/ Coursework/ Training:It is not necessary to have more than a high school diploma to be a Call Center Representative. If you have a degree, list it here. You can also add any special training or certifications that you have received. 5. Key Skills:List of key skills that you possess. These should reflect the key skills that are listed as required in the job postings you are applying for. 6. Languages:This is significant for Call Center Representatives. List all languages you can speak, including your level of proficiency. No matter how long you have been a Call Center Representative, try incorporating these responsibilities under your employment history: Answering inbound calls in a friendly and courteous manner Using the appropriate dialing systems to make outbound customer/ client calls Discussing billing or technical issues with a customer, researching the issues, and providing the appropriate solutions Informing customers about additional products and services Following the conversational script Escalating customer calls to supervisors when needed Improving customer retention through specialized programs and services Utilizing proprietary software systems to complete service orders and requests Answering customer questions regarding services, products, billing, claims, and equipment Employers love numbers because it makes your experience feel more tangible. When writing your resume, if you can answer the questions, "How much?" or "How many?" you should include that number. For instance: How many calls did you field per shift? What was your average call time? What was your first call resolution rate? When it comes to Customer Service Representatives, soft skills are of the utmost importance. You are, in essence, the face and voice of a company, so employers want to know that you will give their customers a professional and pleasant experience. To show employers that you have the soft skills they are looking for, try to incorporate these into your profile, key skills, and cover letter sections: Written & Verbal Communication Friendly Engaging Professional Patient Organized Approachable Pleasant Personable Competent Process-Oriented Looking for a Word Template? See Our 70+ free Word Resume Templates. Never make your employment history sound like a massive list of tasks. Instead, help potential employers envision you performing the job by using these Call Center Representative-specific action verbs: [table id=14 /] We picked for you a wonderful Locksmith Cover letter to use or to get inspired! [table id=314 /]