

Curriculum Vitae

PERSONAL

Name

Destiny Andrews

Address

123 Anywhere Avenue
Los Angeles, CA 54321

Phone number

123-456-7890

Email

exampleresume@cvmaker.com

RESUME OBJECTIVE

Friendly call center agent with 5+ years of experience using verbal communication and expert problem-solving to provide customer service to callers in various industries. Skilled in conflict resolution, critical thinking, coaching, and providing product information to customers. Seeking a position to grow and adapt to a fast-paced workplace while gaining additional leadership skills.

WORK EXPERIENCE

Sep 2019 - Present

Call Center Customer Service Agent

ABC Energy, Los Angeles, CA

- Speak with customers on the phone, online chat, email, or social media to resolve concerns and questions.
- Track call-related data for reporting and auditing purposes.
- Respond to requests for assistance and process credit card authorizations.
- Calmly resolve and de-escalate any issues.

Jun 2017 - Sep 2019

Customer Service Representative

ABC Bureau, Los Angeles, CA

- Developed and maintained a knowledge base of evolving services and products.
- Handled customer complaints and inquiries.
- Documented and updated customer records based on interactions.

EDUCATION AND QUALIFICATIONS

2018

High School Diploma

Los Angeles High School, Los Angeles, CA

SKILLS

Communication



Customer Service



Microsoft Office Suite



Product Knowledge



Salesforce



REFERENCES

ABC Energy

Zeke Bradley

Available on request

ABC Energy

Madison Carrera

Available on request

ABC Bureau

Liam Carter

Available on request

