

# MICHAEL EVANS

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LinkedIn | Portfolio

**Customer-focused call center representative with strong problem-solving skills**  
Detail-oriented and professional with **excellent phone communication and conflict resolution abilities.**

## Professional Experience

**Call Center Agent (Internship)** *Telecom Solutions* | June 2023 - Present

- Handled **50+ customer inquiries daily**, maintaining a **95% customer satisfaction rating**
- Resolved billing issues efficiently, reducing customer complaints by **20%**

**Front Desk Assistant** *Local Business Center* | August 2022 - May 2023

- Answered and redirected **100+ calls per shift**, ensuring excellent client support
- Assisted with **appointment scheduling and administrative tasks**

## Key Skills

- Call handling and phone etiquette
- Conflict resolution and de-escalation
- CRM software (Salesforce, Zendesk)
- Active listening and customer engagement

## Education

**Associate Degree in Business Communications** *New York City Community College* | May 2024