

# Michael Johnson

## Call Center Customer Service Representative

City, ST 98765 | (123) 456-7890

email@example.com

LinkedIn



### Call Center Representative With Expertise in High-Volume Customer Support

Customer service professional with five years of experience in fast-paced call center environments. Skilled in resolving customer issues efficiently, meeting key performance indicators (KPIs), and using CRM systems to improve customer experience.

### Professional Experience

June 2020 - Present **Call Center Representative**

*XYZ Telecom | City, ST*

- Handle an average of 80+ customer inquiries daily, maintaining a 90% first-call resolution rate
- Developed troubleshooting guides that reduced call resolution time by 20%
- Exceeded customer satisfaction goals, improving Net Promoter Score (NPS) by 15%

May 2018 - June 2020 **Customer Support Associate**

*ABC Tech Solutions | City, ST*

- Assisted customers with technical issues, reducing service escalations by 25%
- Trained new hires on call center best practices, enhancing overall team efficiency
- Processed customer refunds and warranty claims, ensuring compliance with company policies

### Key Skills

High-volume call handling



Conflict resolution



CRM software (Salesforce, Zendesk)



Technical troubleshooting



Upselling and customer retention



### Education

**Associate Degree in Communications**

City College of New York | 2018