

Michael Johnson

Call Center Customer Service Representative

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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 <i>XYZ Telecom City, ST</i> <ul style="list-style-type: none">Handle an average of 80+ customer inquiries daily, maintaining a 90% first-call resolution rateDeveloped 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 <i>ABC Tech Solutions City, ST</i> <ul style="list-style-type: none">Assisted customers with technical issues, reducing service escalations by 25%Trained new hires on call center best practices, enhancing overall team efficiencyProcessed customer refunds and warranty claims, ensuring compliance with company policies

Key Skills

High-volume call handling	<div><div></div></div>	Conflict resolution	<div><div></div></div>
CRM software (Salesforce, Zendesk)	<div><div></div></div>	Technical troubleshooting	<div><div></div></div>
Upselling and customer retention	<div><div></div></div>		

Education

Associate Degree in Communications

City College of New York | 2018