

Bessie Andrew

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OBJECTIVE: Strongly motivated individual looking for a position as a call center representative at SolarWinds. Bringing strong communication and customer service skills to exceed the employer's expectations in a highly stimulating and challenging environment.

SUMMARY OF QUALIFICATIONS

- 3+ years' effective experience as a call center representative
- Proven ability to make over 100 outbound phone calls every day to existing customers
- Proficient in providing information and sell items over the phone services to clients
- Well versed in identifying customer needs and able to offer a solution quickly
- Expert in using the company's database software for data entry purposes

CAREER RELATED SKILLS

- Demonstrated ability to log all notes and follow up information accurately
 - Able to take credit card orders via phone
 - Proven record of managing and tracking the quote to order process
 - Highly skilled in verifying pricing and products
 - Proficient in MS Office Suite
 - Bilingual: English and Chinese
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SELECTED ACCOMPLISHMENTS

- Titled Representative of the Year in the very first year at Techliance
 - Organized and implemented logistics pertaining to service calls
 - Brought in 150 new customers in one month through outbound sales calls
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PROFESSIONAL EXPERIENCE

Call Center Representative | Techliance – Austin, TX | Sep 2010 – Present

- Answer inbound calls
- Make outbound calls to potential clients in order to sell the company's broadband service and computer equipment
- Perform data entry services for the company in regards to punching in customer information, call logs and successful sales

Call Center Agent | American National Bank of Texas – Terrell, TX | Feb 2010 – Sep 2010

- Answered telephone inquiries on products, and services
 - Resolved problems of clients
 - Conducted telephone interviews to process loan applications
 - Maintained a thorough knowledge of all banking products and services
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EDUCATION

Associate in Customer Service • City College • Terrell, TX | 2007

RELEVANT CAPABILITIES

- Technical proficiency in AS400, BPCX and CIC
- Strong communication and persuasive skills