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Build My Resume

Paul Miller

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Professional Summary

Experience Inbound Call Center Agent who can efficiently process a large volume of calls in a day. Adept in computer database programs offering exceptional customer service and retaining disgruntled clients who have issues with the company's product. Specializes in dealing with angry clients processing large amounts of call data and interpreting customer service data from a spreadsheet.

Core Qualifications

- Extremely knowledgeable on computer productivity software
- Trained on several call center phone platforms
- Awarded for best customer service representative
- Maintains a low call time
- Regularly receives praise from clients
- Proficient in identifying trends from data on a spreadsheet
- Experienced trainer
- Very hard worker

Experience

Inbound Call Center Agent Riverdale Insurance

11/1/2008 - 7/1/2014
New Cityland, CA

- Handled basic customer insurance claims and transferred calls that required more focused assistance.
- Maintained a high rating for each metric that the company used to rate call associates.
- Regularly received commendations from management and customers on high level of customer service.

Inbound Call Center Agent Galley Cable Services

10/1/2002 - 11/1/2008
New Cityland, CA

- Handled inbound calls from prospective clients and tried to turn those prospects into paying customers.
- Schedule maintenance calls for customer when they would call in with a technical issue.
- Helped to train new associates and also developed training manuals for existing associates being introduced to new processes.

Inbound Call Center Agent Big Cable Company

6/1/1999 - 10/1/2002
New Cityland, CA

- Handled inbound customer service complaints and questions from a variety of customers.
- Input call data into the company database and generated reports for management at the end of the week.
- Maintained a high level of reliability by taking very little unscheduled time off.

Education

Associate's Degree - Business California Technical College

1999
New Cityland, CA

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