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Build My Resume

Jeannette Phillipson

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Professional Summary

Highly skilled and meticulous Call Center Representative with a superb record of customer satisfaction and successful sales. Adept multitasker able to address multiple customer and company tasks with the highest degree of professionalism and accuracy. Flexible scheduling availability to include evenings weekends and some holidays.

Core Qualifications

- Extensive call center representative experience
- Strong familiarity with product information to inform customers
- Exceptional skills in logging numbers accurately
- Outstanding skills in verifying product pricing
- High creative thinking and customer service skills
- Superior record of closing telephone sales
- Excellent proficiency with MS Office suite
- Sound bilingual abilities in English and Spanish

Experience

Call Center Representative West Telemarketing

6/1/2010 - Present
Omaha, NE

- Conducted outbound telephone sales calls for a wide variety of consumer products and services.
- Entered customer data on company computers accurately and completely.
- Answered customer product questions fully and accurately.
- Assisted with quality assurance process as required.
- Worked frequent overtime or substitution hours.

Call Center Representative First National Bank

6/1/2006 - 5/1/2010
Omaha, NE

- Processed mortgage applications over telephone.
- Answered borrower queries promptly and accurately.
- Performed data entry services for borrower credit check and property appraisal information.

Education

Associate's Degree - Marketing
Metropolitan Community & Technical College

2006
Omaha, NE

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