

Call Center Representative

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SUMMARY

High-volume call center representative with five years on inbound support and outbound retention lines, averaging 90+ calls per shift at a 4.3-minute average handle time while holding 96% schedule adherence on a Genesys platform.

EXPERIENCE

Call Center Representative, Inbound, Summit Contact Solutions

2021 – Present

City, ST

- Answered 90 to 110 inbound calls each shift on a Genesys ACD while maintaining a 4.3-minute average handle time.
- Held schedule adherence at 96% across a rolling 12-month window, ranking in the top decile of a 60-seat floor.
- Scored a 92% average on monthly call-quality monitoring against a rubric covering greeting, accuracy, and compliance.
- Converted 28% of retention-save offers on outbound win-back campaigns, exceeding the floor goal of 20%.
- Kept after-call work under 35 seconds by disposition-coding calls in real time during the wrap window.
- Hit a personal abandon-prevention streak of 14 weeks with zero calls released before the service-level threshold.
- Logged warm transfers to tier-two with complete notes, cutting customer re-explanation on 100% of escalations.

Outbound Agent, Lakeside Telemarketing Partners

2019 – 2021

City, ST

- Dialed 140 to 170 outbound contacts per shift on a predictive dialer with a 9% live-connect-to-sale rate.
- Booked an average of 22 qualified appointments weekly, the second-highest tally on a 25-agent campaign.
- Followed a compliance script with 100% adherence on recorded calls, passing every DNC and disclosure audit.
- Recovered 18% of lapsed subscribers on a renewal campaign, surpassing the 12% target three months running.
- Updated lead dispositions in the CRM within the call, keeping list accuracy above 98% for the next pass.
- Trained as a floor buddy for new outbound hires, sitting side-by-side through their first 40 live dials.

EDUCATION

High School Diploma

2015 – 2019

Central High School — City, ST

SKILLS

Average handle time · Schedule adherence · Call-quality monitoring · Genesys ACD · Five9 dialer · Retention and win-back · Outbound appointment setting · Script and compliance adherence · After-call work · Warm transfers and escalation · CRM data entry · Service-level focus