Resume

PERSONAL DETAILS

Name
Destiny Andrews

Address
123 Harcourt Avenue
Los Angeles, CV, 54321

Phone number
(681) 204 7100

Email
example@cvmaker.com

SKILLS

- **Communication**
- **Customer Service**
- **Microsoft Office Suite**
- **Product Knowledge**
- **Salesforce**

PROFILE

Friendly call center agent with 5+ years of experience using verbal communication and expert problem-solving to provide customer service to callers in various industries. Skilled in conflict resolution, critical thinking, coaching, and providing product information to customers. Seeking a position to grow and adapt to a fast-paced workplace while gaining additional leadership skills.

WORK EXPERIENCE

Sep 2019 - Present

Call Center Customer Service Agent
ABC Energy, Los Angeles, CA

- Handle customer inquiries by phone, live chat, email, and social media, providing clear answers and timely solutions.
- Maintain accurate records of customer interactions, call outcomes, and follow-up actions to support reporting and audits.
- Process service requests and credit card authorizations while following payment security procedures.
- De-escalate complaints through active listening and problem-solving, escalating complex issues when needed.

Jun 2017 - Sep 2019

Customer Service Representative
ABC Bureau, Los Angeles, CA

- Developed and updated a knowledge base of products and services to support accurate, consistent customer assistance.
- Resolved customer inquiries and complaints by identifying needs, explaining options, and coordinating appropriate solutions.
- Maintained accurate customer records, documenting interactions, resolutions, and follow-up actions.

EDUCATION AND QUALIFICATIONS

2018

High School Diploma
Los Angeles High School, Los Angeles, CA

REFERENCES

ABC Energy

Zeke Bradley
Available on Request

ABC Energy

Madison Carrera
Available on Request

ABC Bureau

Liam Carter
Available on Request