SAMUEL ANDERSON

Call Center Agent

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- 📞 (123) 456-7890
- 📍 Jacksonville, FL
- in LinkedIn

EDUCATION

Bachelor of Arts Communication
University of Florida
- 📅 2008 - 2012
- 📍 Gainesville, FL

SKILLS

- Salesforce
- Avaya Aura
- JIRA Service Management
- ServiceNow
- Helpjuice
- LiveChat

WORK EXPERIENCE

Call Center Agent
One Call
- 📅 2018 - current   📍 Jacksonville, FL
  - Addressed customer inquiries through Livechat and provided accurate information, resulting in a 76% increase in customer satisfaction scores.
  - Utilized Avaya Aura to engage with customers via multiple channels, contributing to a 64% increase in first-call resolution and response times.
  - Collaborated with team members to streamline processes and enhance knowledge sharing through JIRA Service Management, resulting in a 31 % reduction in average call duration.
  - Managed customer support requests through Salesforce, ensuring timely responses and follow-ups, which **led to a 78% increase in customer satisfaction scores**.

Telemarketer
Arise Virtual Solutions
- 📅 2015 - 2018   📍 Miami, FL
  - Conducted outbound sales calls, effectively presenting products and services to potential customers, **achieving a 26% conversion rate** above the company average.
  - Used ServiceNow for managing leads and tracking customer interactions, which improved data accuracy and lead follow-up efficiency by 41%.
  - Adapted communication style to individual customer preferences and enhanced rapport and trust-building, leading to a 51% increase in successful sales pitches.
  - Leveraged Avaya Aura to route calls efficiently to specialized support teams, contributing to a 66% reduction in average call transfer times.

Data Entry Clerk
Lennar Corporation
- 📅 2012 - 2015   📍 Miami, FL
  - Demonstrated meticulous attention to detail in entering and verifying data, ensuring data accuracy, and contributing to streamlined operations within the team.
  - Employed Salesforce to manage and update customer records, which **resulted in a 37% improvement in data organization and accessibility**.
  - Assisted in cross-functional projects by providing accurate data and reports through Helpjuice, enabling team members to make informed decisions.
  - Launched the use of JIRA Service Management to create and monitor service requests, streamlining communication between support teams and achieving a 29% improvement in ticket resolution time.