

Kivon Riley

Call Center Representative

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San Diego, CA
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WORK EXPERIENCE

Accelerated Innovators

Call Center Representative

San Diego, CA | 2019 - current

- Mentored team of 10+ call agents on efficiency and customer support strategies. Mentees surpassed call rate targets by 20+%.
- Achieved #1 ranking in the company for call rates per month, and #2 ranking for 97% complaint resolution.
- Collected customer surveys to assess customer service quality, improving positive response rates by 30% after identifying need for routine staff training events.
- Generated call policies, establishing target call rates and ensuring customer satisfaction through training events and enforcement.
- Communicated empathetically with distraught customers, resolving concerns and questions politely, and decreasing negative customer reviews by 40%.

MetroPlusHealth

Call Center Representative

San Diego, CA | 2017 - 2019

- Organized database of all calls, generating comprehensive records of 20,000+ calls.
- Listened to calls routinely, utilizing exemplary calls for training events and employee recognition, improving training effectiveness and reducing employee turnover by 20%.
- Resolved 30+ customer complaints and inquiries per day, receiving 100% positive customer reviews.
- Referred customers to appropriate company departments when questions or concerns could not be addressed by the call center.
- Crafted potential resolution list and suggestions for call agents to implement, resolving customer questions in 15+ seconds less per call.

Rodo

Customer Support Agent

San Diego, CA | 2013 - 2017

- Contributed to 5% overperformance of annual sales targets by maintaining thorough policy and website understanding, and using knowledge to answer more calls per hour.
- Earned 100% customer ratings for listening, communication, and problem solving skills.
- Handled 25+ incoming calls per hour, and 5+ outgoing calls per day to inform customers of shipping delays and incorrect billing information.
- Communicated with representatives to answer all customer questions within 4 minutes or less.

SKILLS

- Personable
- Teamwork
- Reliable
- Process Oriented
- Detail Oriented
- Compassionate

EDUCATION

High school diploma

Westview High

San Diego, CA

2008 - 2012