





# DANIELLE OYEWO

## Call Center Representative

### CONTACT

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### CAREER OBJECTIVE

Established Call Center Representative with 12+ years of experience. Looking for a role to leverage my problem-solving and efficiency skills to help ensure customer satisfaction at a company like J&J Furniture.

### EDUCATION

High school diploma  
Quaker Valley High School  
Leetsdale, PA  
2004 - 2008

### SKILLS

Collaborative  
Verbal Communication  
Patient  
Quick Learner  
Friendly  
Organized

### WORK EXPERIENCE

#### Call Center Agent

AppleOne

2019 - current / Pittsburgh, PA

- Answered 10+ calls per hour, exceeding target call rates by 15%.
- Maintained a professional, friendly, understanding demeanor with customers at all times, receiving 100+ positive customer reviews.
- Established thorough knowledge of protocols so customer inquiries could be answered efficiently, reducing customer wait times by 5+ minutes.
- Took 50+ customer orders per shift, and made outbound calls when delivery delays or billing issues ensued.
- Collaborated with team of 20+ people.

#### Call Center Agent

Medix

2010 - 2019 / Pittsburgh, PA

- Resolved customer call complaints in a timely manner, reducing the likelihood of negative reviews by 60%.
- Awarded Agent of the Year 2 times for customer satisfaction and efficiency.
- Spearheaded the creation of bulleted product lists and potential solutions for call staff, reducing wait times by 25%.
- Learned conversational Spanish, meeting Spanish-speaking client needs, ensuring 99% of clients could communicate with a bilingual agent.

#### Customer Service Representative

Planted

2008 - 2010 / Pittsburgh, PA

- Achieved a 98% 5 star customer satisfaction rating for having a friendly, understanding, and patient attitude towards customers.
- Interacted with 60+ customers during shifts, beating call volume targets by 20%.
- Utilized proactive product recommendations to increase sales by 10%.
- Managed customer returns and complaints with an understanding demeanor, increasing customer brand loyalty.
- Handled customer questions efficiently, resolving issues promptly and reducing the need for supervisor assistance by 15%.