


# DANIELLE OYEWO

## Call Center Representative

### CONTACT

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Pittsburgh, PA 

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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  
2004 - 2008  
Leetsdale, PA

### 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 16%
- Maintained a professional, friendly demeanor with customers at all times, receiving 130+ positive customer reviews
- Established knowledge of protocols, answering customer inquiries, and reducing wait times by 7+ minutes
- Took 55+ customer orders per shift and made outbound calls for delivery delays or billing issues
- Collaborated with a team of 27+ people

#### Call Center Agent

Medix

2010 - 2019 / Pittsburgh, PA

- Resolved customer call complaints within 24 hours, reducing the likelihood of negative reviews by 68%
- Awarded Agent of the Year 2 times for customer satisfaction
- Spearheaded the creation of bulleted product lists and potential solutions for call staff, reducing wait times by 28%
- Mastered conversational Spanish, 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 toward customers
- Engaged with 60+ customers during shifts, beating call volume targets by 27%
- Implemented product recommendations, increasing sales by 17% in 2009
- Managed customer returns and complaints with an understanding demeanor, increasing customer brand loyalty
- Executed customer questions, resolving issues and reducing the need for supervisor assistance by 19%