





DYONTE BLAKE

Outbound Call Center Rep

CONTACT

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Seattle, WA 
[LinkedIn](#) 

EDUCATION

High school diploma
Roosevelt High School
Seattle, WA
2010 - 2014

SKILLS

Reliable
Written Communication
Process Oriented
Empathetic
Detail Oriented
Friendly

CAREER OBJECTIVE

Outbound Call Center Agent with 4+ years of experience. Looking for opportunity to take on more long-term customers. I have a track record of developing strong customer-relations and would like to leverage this background to help fulfill long-term client needs at WorkCenter Creations.

WORK EXPERIENCE

Outbound Call Center Agent

Moo Properties

2018 - current / Seattle, WA

- Developed call strategy for existing customer base to communicate promotional events and featured products, resulting in 20% increase in repeat customers and 5% increase in order size.
- Attended workshops on Excel and ChaseData, using these applications to track data on pitches, and utilizing data to refine outgoing calls, improving customer satisfaction by 30%.
- Placed orders for customers through software such as Zendesk and Couldtalk.
- Communicated proactively with staff members, responding to customer requests within 2 minutes on average.
- Cold-pitched to potential customers, suggesting loyalty rewards plans, and helping customers open accounts and process orders.

Outbound Call Center Agent

Sustainable Talent

2016 - 2018 / Seattle, WA

- Made 50+ outbound calls per hour, offering potential customers product information in a friendly, encouraging way.
- Initiated 20+ calls per shift to customers that filled out interest forms online, providing thorough information resulting in 60% purchase rates.
- Answered customer questions completely and efficiently, enhancing customer satisfaction and resulting in 98% positive reviews.
- Crafted checklists for outbound call agents, increasing the number of calls made per hour from 200 to 250+.
- Awarded Agent of the Year for effective and efficient outbound call pitches.

Retail Store Associate

CVS Health

2014 - 2016 / Seattle, WA

- Promoted the customer loyalty program points benefits during checkout, leading to a 10% increase in customer sign-up rates.
- Maintained a friendly, outgoing attitude, directing customers to products based on their needs, exceeding sales targets in 4 quarters.
- Memorized inventory locations, promotional events, and regular specials, informing customers on them and increasing promotional sales by 6%.
- Collaborated with colleagues, establishing effective re-stocking systems for popular items, and ensuring customers were easily able to find these products.