

DYONTE BLAKE

Outbound Call Center Rep

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☎ (123) 456-7890

📍 Seattle, WA

in [LinkedIn](#)

WORK EXPERIENCE

Outbound Call Center Agent

Moo Properties

📅 2018 - current 📍 Seattle, WA

- Studied Excel and ChaseData to track data on pitches and refine outgoing calls, improving customer satisfaction by 33%
- Managed orders for customers through software such as Zendesk and Couldtalk
- Collaborated with staff members, responding to customer requests within 2 minutes on average
- Cold-pitched to potential customers, suggesting loyalty reward plans, and helped customers open accounts and process orders

Outbound Call Center Agent

Sustainable Talent

📅 2016 - 2018 📍 Seattle, WA

- Managed 55+ outbound calls per hour, offering potential customers detailed product information
- Initiated 24+ calls per shift to online customers, providing information that resulted in a 63% purchase rates
- Addressed customer questions, enhancing customer satisfaction, resulting in 98% positive reviews
- Implemented checklists for outbound call agents, increasing the number of calls made per hour from 190 to 260+
- Awarded Agent of the Year for efficient outbound call pitches

Retail Store Associate

CVS Health

📅 2014 - 2016 📍 Seattle, WA

- Drove the customer loyalty program points benefits during checkout, leading to a 13% increase in customer sign-up rates
- Maintained a friendly attitude, directing customers to products based on their needs, exceeding sales targets in 4 quarters
- Collaborated with colleagues, establishing effective re-stocking systems for popular items and ensuring customers could locate products in less than 2 minutes

EDUCATION

High school diploma

Roosevelt High School

📅 2010 - 2014

📍 Seattle, WA

SKILLS

- Microsoft Excel
- Zendesk
- Reliable
- Written Communication
- Process-oriented
- Empathetic
- Detail-oriented