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| kw **Objective** Efficient customer service agent with 6+ years of experience in call centers in the digital and technology space. Proficient at handling up to 60 calls per day while resolving customer issues consistently. Fluent in both English and Portuguese, with the ability to deliver clear customer service in both. **Skills**  **Soft skills:** Time Management, Communication, Patience, Listening  **Hard skills:** Customer service, MS Office, 75 WPM typing, Portuguese | Problem Solving | |  | | --- | | **Kyle Walker** Call Center Representative | KYLE@EMAIL.COM |  **Experience**Call Center Representative - Orbit Delivery | Chicago, IL2016 – 2022 Managed 50+ client engagements daily to maintain customer rtention and satisfaction by providing thorough, individualized, courteous, and polite service.  Answered client queries quickly and effectively to promote upsells, memorizing each product of the company’s current store.  Collected source data for over 1000 consumers, including names, addresses, phone numbers, and credit card information, and input it into customer care software.  Trained a new team of 8 members in reciting customer care scripts, dispute resolution, and data entry procedures. V***Waiter*** – Limbo’s Pizza – Chicago, IL2013 – 2016 Memorized over 50 different combinations of pizzas, pasta, and drinks to develop a professional understanding of food and drink combinations.  Improved promotion strategies resulted in an average increase of 12% in customer approval ratings  Trained team of 4 new hosts and waiters in customer support, seating, menu items, and opening and closing roles. **education** **Bachelor of Arts in English**  **Sullivan Kent College | Chicago, IL**  **2009 – 2013**  Graduated with 3.45 GPA  Relevant Credit Courses: Communication Training, Psychology Course, Event Management |