

Aisha Patel

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SUMMARY

Dedicated and results-driven Senior Call Center Agent with over 7 years of experience in customer service and support. Proven track record in improving customer satisfaction scores and optimizing call center operations to achieve performance goals.

EXPERIENCE

Senior Call Center Agent

Jan 2022 - Present

Global Tech Solutions, Dallas, TX

- Achieved a 20% reduction in average handling time by implementing streamlined call processes.
- Increased customer satisfaction scores from 85% to 95% through effective issue resolution techniques.
- Trained and mentored a team of 10 new agents, improving their performance metrics by an average of 30% within the first quarter.

Call Center Agent

Mar 2019 - Dec 2021

Customer Care Corp, Dallas, TX

- Consistently exceeded monthly sales targets by 15%, generating an additional \$50,000 in revenue annually.
- Implemented a customer feedback system that improved service delivery and retention rates by 25%.
- Collaborated with IT to enhance the CRM system, reducing data entry time by 40%.

Call Center Representative

Jun 2016 - Feb 2019

Service Solutions Inc., Dallas, TX

- Provided exceptional service to over 100 customers daily, maintaining high customer retention rates.
- Recognized as 'Employee of the Month' twice for outstanding customer service and team collaboration.
- Assisted in the development of a training manual that improved onboarding time for new hires by 50%.

EDUCATION

Bachelor of Science in Business Administration

May 2018

Texas State University, San Marcos, TX • GPA: 3.7

SKILLS

Technical Skills: CRM Software (Salesforce), Call Center Analytics, Data Entry, Problem Resolution

Tools & Frameworks: Microsoft Office Suite, Zendesk, Live Chat Support, IVR Systems