

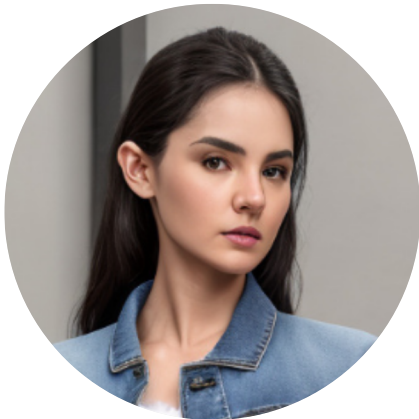
TERI GREEN

Call Center Agent

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United States, Marquette, MI



PROFESSIONAL SUMMARY

Dedicated and results-driven Call Center Agent with over 3 years of experience in delivering exceptional customer service and resolving inquiries efficiently. Skilled in handling inbound and outbound calls, addressing customer concerns, and utilizing CRM software to document interactions.

EDUCATION

2014 - 2018

Bachelor of Science in Business Administration

Marquette University / United States, Marquette, MI

SKILLS

- | | |
|------------------------|--------|
| • Telephone Etiquette | Expert |
| • Call Handling | Expert |
| • Active Listening | Expert |
| • Data Entry | Expert |
| • Computer Proficiency | Expert |

HOBBIES

- E-Games
- Airbrush

LANGUAGES

- French (Advanced)
- German (Elementary)

EXPERIENCE



2021 - Now

Call Center Agent VoiceLink / United States, Marquette, MI

- Handle inbound and outbound customer calls regarding product inquiries, order processing, and issue resolution.
- Provide personalized assistance to customers, addressing concerns and resolving complaints promptly and courteously.
- Utilize Salesforce CRM software to accurately document customer interactions and update customer information.
- Collaborate with cross-functional teams to escalate complex issues and ensure timely resolution.



2018 - 2021

Customer Service Representative Echo Connect / United States, Marquette, MI

- Interacted with customers in-person and over the phone to address inquiries, process orders, and handle returns or exchanges.
- Resolved customer complaints and escalated issues as necessary to ensure a positive resolution.
- Maintained in-depth knowledge of products, promotions, and company policies to provide accurate information to customers.
- Assisted with inventory management and restocking to ensure products were readily available for customers.