**CALL CENTER REPRESENTATIVE RESUME WORK EXPERIENCE**

**CALL CENTER REPRESENTATIVE**

**U-Hauls, Los Angeles, CA | September 20XX – Present**

* Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction
* Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells
* Collect source data such as customer names, addresses, phone numbers, credit card information for over 1000 customers and enter data into customer service software
* Trained 4 new employees in customer service script recitation, conflict resolution, and data entry practices
* Proficient in video conferencing platforms such as Zoom, Hangouts, and Skype, able to communicate with customers across a variety of channels

**WAITER**

**Andolini’s Pasta, Columbia, SC | February 20XX– July 20XX**

* Developed expert knowledge of food and drink pairings, memorizing over 200 types of cocktails, wines and spirits
* Improved use of upselling techniques to increase sales by an average of $10 per ticket
* Trained 3 new hosts and waiters in customer service, seating, and menu items as well as opening and closing duties