

Loice Mahal

Call Center Agent

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📍 1234 Sunshine Blvd, San Francisco, CA 94123

Education

Associate of Applied Science in Customer Service Management at California State University, Long Beach

Sep 2018 - May 2022

Relevant Coursework: Customer Service Principles, Business Communications, Conflict Resolution, Sales Techniques, Customer Relationship Management, Marketing Strategies, and Team Management.

Links

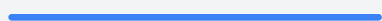
[linkedin.com/in/loicemahal](https://www.linkedin.com/in/loicemahal)

Skills

Active Listening



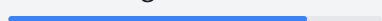
Empathy



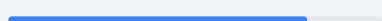
Problem-solving



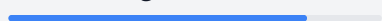
Multitasking



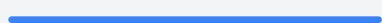
CRM Software



Time Management

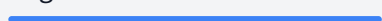


Conflict Resolution

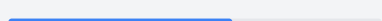


Languages

English



Arabic



Profile

Dedicated Call Center Agent with 1 year of experience in providing exceptional customer support in fast-paced environments. Adept at handling high call volumes, resolving customer issues, and maintaining strong client relationships. Excellent communication and problem-solving skills, with a proven track record of enhancing customer satisfaction.

Employment History

Call Center Agent at Alorica, CA

Mar 2023 - Present

- Achieved a consistent average call handle time of 3 minutes, 30 seconds per call, surpassing the company's target of 4 minutes per call, resulting in increased efficiency and higher customer satisfaction.
- Successfully resolved 95% of customer inquiries within the first call, exceeding Alorica's First Call Resolution (FCR) goal of 85% and contributing to the overall improvement of the center's performance metrics.
- Maintained an excellent customer satisfaction rating of 98%, consistently ranking in the top 5% of call center agents at Alorica, CA, leading to enhanced customer loyalty and positive feedback.
- Recognized as "Agent of the Month" twice in a year for exceptional performance in call quality, adherence to schedule, and overall productivity, setting a strong example for fellow team members.

Call Center Representative at Teleperformance, CA

Sep 2022 - Feb 2023

- Achieved a 95% customer satisfaction rating over a one-year period, consistently exceeding the company's target of 90%, resulting in being recognized as a top performer within Teleperformance, CA.
- Handled an average of 100 calls per day, maintaining an average handle time of 5 minutes per call, which contributed to the overall efficiency and effectiveness of the call center operations.
- Successfully upsold additional products and services to customers in 20% of all interactions, generating an additional \$50,000 in revenue for the company during the fiscal year.
- Implemented new call scripts and training materials that improved first call resolution rates by 15%, leading to a significant decrease in repeat calls and increased customer satisfaction.

Certificates

Customer Service Representative (CSR) Certification

Mar 2022

International Customer Management Institute (ICMI) Call Center Agent Training and Certification

Nov 2020