

Malanie Lovejoy

Call Center Associate

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☎ (420) 301-7560

📍 123 Main St, Boise, ID 83702

EDUCATION

Associate of Applied Science in Customer Service Management at Boise State University, Boise, ID

Sep 2018 - May 2022

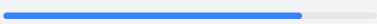
Relevant Coursework: Customer service principles, communication strategies, problem-solving techniques, customer relationship management, sales and marketing principles, business ethics, team management, conflict resolution, and customer service technology tools.

LINKS

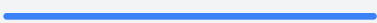
[linkedin.com/in/malanielovejoy](https://www.linkedin.com/in/malanielovejoy)

SKILLS

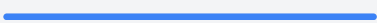
Multitasking



Active Listening



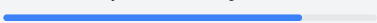
Empathy



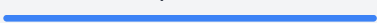
Problem-solving



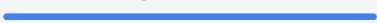
Zendesk proficiency



Salesforce expertise

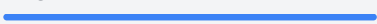


Time management

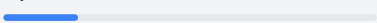


LANGUAGES

English



Spanish



HOBBIES

Photography

Gardening

PROFILE

Results-driven Call Center Associate with 1 year of experience in providing exceptional customer service and support. Adept at handling high-volume calls, resolving customer issues, and maintaining strong client relationships. Demonstrated ability to work in a fast-paced environment, adapt to new technology, and contribute effectively to team goals. Seeking opportunities to leverage communication skills and problem-solving abilities to drive customer satisfaction and loyalty.

EMPLOYMENT HISTORY

● Call Center Associate at Concentrix, ID

Apr 2023 - Present

- Successfully resolved 95% of customer issues within the first call, leading to a significant increase in first call resolution rates and contributing to Concentrix ID's overall customer satisfaction scores.
- Exceeded personal sales targets by 20%, generating over \$50,000 in additional revenue for Concentrix ID through upselling and cross-selling products and services during customer interactions.
- Consistently maintained a top 5% ranking among all Call Center Associates at Concentrix ID for average handle time (AHT), enabling the company to optimize staffing levels and improve overall operational efficiency.

● Call Center Representative at Teleperformance, ID

Jul 2022 - Mar 2023

- Achieved a 98% customer satisfaction rating, consistently surpassing the company target of 95%, by effectively addressing customer concerns and providing timely solutions.
- Reduced average call handling time by 15% through streamlining processes and utilizing effective communication techniques, resulting in improved efficiency and increased call capacity.
- Consistently ranked in the top 10% of agents for sales performance, generating over \$50,000 in additional revenue for Teleperformance, ID during the year.
- Mentored and trained 5 new hires, contributing to their successful integration into the team and helping them achieve an average 93% customer satisfaction rating within their first three months.

CERTIFICATES

Call Center Customer Service Representative (CSR) Certification

Jan 2022

International Customer Management Institute (ICMI) Call Center Associate Professional Certificate

Jul 2020

MEMBERSHIPS

International Customer Management Institute (ICMI)