


# Gerry Kuhfuss

## Call Center Operator

Results-driven Call Center Operator with 1 year of experience providing outstanding customer support and efficient problem resolution. Adept at handling high call volumes, maintaining professionalism, and delivering exceptional service to diverse clientele. Proven track record of meeting and exceeding targets, enhancing customer satisfaction, and contributing to team success.

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UT 84101

### Education

**Associate of Applied Science  
in Call Center Operations  
at Salt Lake Community  
College, Salt Lake City, UT**

Aug 2018 - May 2022

Relevant Coursework:

Customer Service

Fundamentals, Call Center

Technologies, Communication

Skills, Sales Techniques,

Conflict Resolution, Workforce

Management, Quality

Assurance, and Basic

Telephony Systems.

### Links

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

### Skills

Multitasking



Active Listening



Empathy



Zendesk proficiency



Salesforce expertise



Conflict Resolution



Time Management



### Employment History

#### Call Center Operator at ClearSource, UT

May 2023 - Present

- Achieved a 98% customer satisfaction rating in a quarter, handling over 1,200 calls while maintaining an average call resolution time of under 5 minutes, resulting in a significant increase in positive feedback for ClearSource, UT.
- Surpassed performance targets by consistently maintaining a First Call Resolution (FCR) rate of 85% or higher throughout the year, contributing to a 10% reduction in repeat calls and improved overall efficiency at ClearSource, UT.
- Acted as a mentor to new hires and successfully trained a team of 15 call center operators, leading to a 20% increase in productivity and a 15% improvement in the team's collective customer satisfaction score within six months.

#### Call Center Agent at ROI Solutions, UT

Sep 2022 - Apr 2023

- Achieved a consistent customer satisfaction rating of 95% over a six-month period, leading to a "Top Performer" recognition within the team.
- Exceeded monthly sales targets by an average of 20%, contributing to a 15% increase in overall revenue for ROI Solutions, UT during the fiscal year.
- Successfully resolved 98% of customer complaints within the first call, reducing average resolution time by 30% and significantly improving the company's First Call Resolution (FCR) metric.
- Implemented new upselling strategies that resulted in a 25% increase in additional product sales, directly impacting the company's bottom line and enhancing its competitive advantage in the market.

### Certificates

#### International Customer Service Association (ICSA) Certified Call Center Operator

Jul 2021

#### National Customer Service Association (NCSA) Certified Professional in Customer Service

Dec 2019