

Delayni Patera

Phone Operator

✉ delayni.patera@gmail.com

☎ (172) 157-6702

📍 123 Maple Street,
Indianapolis, IN 46204

Education

Diploma in Telecommunications and Customer Service at Purdue University, West Lafayette, IN

Sep 2017 - May 2022

Relevant Coursework:
Telecommunications Systems,
Network Technologies,
Customer Service Strategies,
Troubleshooting and
Technical Support, Wireless
Communications, and Call
Center Operations.

Links

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

Skills

Multitasking

Active Listening

Empathy

Problem-solving

CRM Software

Time Management

Conflict Resolution

Languages

English

French

Profile

Results-driven Phone Operator with 1 year of experience in providing excellent customer service and seamless communication. Adept at managing high call volumes, addressing customer inquiries, and routing calls to appropriate departments. Demonstrates strong multitasking and problem-solving skills, ensuring a smooth and efficient experience for callers. Committed to maintaining professionalism and contributing to a positive work environment.

Employment History

Phone Operator at AT&T Indiana, IN

Apr 2023 - Present

- Successfully resolved over 500 customer queries per month, leading to a 95% customer satisfaction rate and contributing to a 10% increase in customer retention for AT&T Indiana.
- Streamlined the call routing process, reducing average wait times by 30% and improving overall efficiency, resulting in a 15% increase in the number of calls handled daily.
- Implemented a new training program for incoming phone operators, leading to a 25% reduction in onboarding time and a 20% increase in new hire productivity within their first three months.

Assistant Phone Operator at Verizon Wireless Indiana, IN

Sep 2022 - Mar 2023

- Successfully managed a high volume of over 500 calls per day, consistently maintaining a customer satisfaction rating of 95% or higher.
- Streamlined customer support processes, reducing average call handling time by 20% and improving overall team efficiency by 15%.
- Received the "Employee of the Month" award twice for exceptional performance in resolving complex customer issues and contributing to a positive work environment.

Certificates

Certified Call Center Manager (CCCM)

Apr 2022

Customer Service Representative Certification (CSRC)

Dec 2020

Memberships

International Association for Call Centre Professionals (IACCP)

National Association of Call Centers (NACC)