

Nadezhda

Rayoum

Telephone Interviewer

✉ nadezhda.rayoum@gmail.com

☎ (908) 887-0520

📍 1234 Oak Street, Portland, OR 97205

EDUCATION

Diploma in Customer Service and Communication at Oregon State University, OR

Sep 2017 - May 2022

Relevant Coursework: Customer Service Principles, Effective Communication Strategies, Conflict Resolution, Customer Relationship Management, Sales Techniques, and Call Center Operations.

LINKS

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

SKILLS

Active Listening

Clear Articulation

Rapport Building

Time Management

Data Recording

Question Probing

Adaptability

LANGUAGES

English

Urdu

HOBBIES

Collecting vinyl records

PROFILE

Detail-oriented and highly efficient Telephone Interviewer with 1 year of experience in conducting market research and gathering valuable information from clients. Proficient in establishing rapport with participants, ensuring accuracy of data collected, and maintaining strict confidentiality. Skilled in adapting to various projects and industries, with a strong focus on delivering high-quality results in a timely manner. Excellent communication, active listening, and interpersonal skills, allowing for superior client engagement and satisfaction.

EMPLOYMENT HISTORY

● Telephone Interviewer at Oregon Survey Research Laboratory, OR

Apr 2023 - Present

- Conducted over 2,000 successful telephone interviews within a year, achieving a 95% completion rate and contributing to the overall success of various research projects at Oregon Survey Research Laboratory.
- Managed a team of 10 telephone interviewers, leading to a 20% increase in overall productivity and efficiency within the department, while maintaining a high level of data accuracy and quality.
- Developed and implemented new training materials and guidelines for new hires, resulting in a 30% reduction in training time and a 15% improvement in interview quality among new interviewers.
- Assisted in the design and execution of a major statewide survey project, involving 5,000 respondents and providing valuable insights for policy makers and stakeholders in Oregon.

● Junior Telephone Interviewer at The Dieringer Research Group, OR

Aug 2022 - Mar 2023

- Conducted over 500 telephone interviews within the first six months, surpassing the company's average completion rate by 20%.
- Implemented a new rapport-building technique with respondents, resulting in a 15% increase in interview completion rates and improved overall data quality.
- Consistently maintained a 95% accuracy rate in data entry and coding, ensuring the reliability and validity of research findings for clients.

CERTIFICATES

Market Research Analyst Certification (MRAC)

Jan 2022

Certified Professional Interviewer (CPI)

Sep 2020

MEMBERSHIPS

Market Research Society (MRS)