

Full-Time Call Center Representative

📍 Dallas, TX 75201

Thrives in fast-paced environments, adjusting tactics based on evolving circumstances and customer feedback.

Reporting Skills Excel

Native

- **Team Collaboration Tools:** Slack, Microsoft Teams, Google Workspace

MY CAREER



- Customer Support Specialist at BrightSky Communications (1.2 Years)
- Sales Associate at Retail Hub (10 Months)

- **Performance Metrics:** Service Level Agreements, Customer Satisfaction Scores, Attendance Tracking
- **Process Improvement Methodologies:** Lean, Six Sigma, Agile
- **Technical Skills:** Microsoft Office Suite, G Suite, Database Management
- **Workplace Compliance:** Quality Assurance, Regulatory Standards, Privacy Policies
- **Time Management Systems:** Calendar Apps, Task Management Tools, Work Scheduling Software

PROFESSIONAL AFFILIATIONS

- Active member of Community Service Group focused on improving local outreach initiatives.
- Volunteer at Local Food Bank, demonstrating commitment to community support and engagement.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST