

Brooklyn Ballard

Inbound Call Center Representative

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STRENGTHS

- Effective Problem Solver**
Analytical mindset ensures challenges are tackled head-on, resolving issues promptly and accurately, leading to enhanced customer satisfaction.
- Empathetic Communicator**
Skillfully engaging with customers creates trust and encourages open dialogue about their concerns, resulting in better resolution outcomes.
- Collaborative Team Player**
Encourages input from teammates promoting a cooperative approach among peers; this openness has significantly improved project results.
- Training Development Advocate**
A strong proponent for evolving training methods continuously refines processes contributing positively to team performance and client relations.
- Adaptability Specialist**
Thrives in diverse situations, adjusting techniques swiftly leading to seamless customer experiences even in challenging contexts.

SKILLS

- Customer Service
- Problem Solving
- Communication
- Team Collaboration
- Data Analysis
- Training & Development
- Project Management
- Call Center Operations
- Feedback Management

SUMMARY

Dedicated customer service professional with over 2 years of experience in high-volume call center environments. Proven track record delivering exceptional service and support, enhancing customer satisfaction, while maintaining productivity metrics. Strong communicator with expertise in problem-solving and process improvement, fostering a positive team atmosphere while improving experiences through collaboration and feedback.

EDUCATION

Bachelor of Arts in Communication

University of Illinois 🎓 GPA: 3.8 📅 2026 📍 Champaign, IL

Coursework: Media Studies, Interpersonal Communication, Public Relations, Organizational Communication

TECHNICAL SKILLS

- CRM Systems:** Salesforce, Zendesk, SugarCRM
- Communication Tools:** Slack, Microsoft Teams, Zoom
- Training Platforms:** Udemy, Coursera, LinkedIn Learning
- Statistical Software:** SPSS, Excel, Google Sheets
- Project Management Tools:** Trello, Asana, JIRA
- Collaboration Tools:** Miro, Lucidchart, Notion
- Webinar Platforms:** GoToWebinar, Webex, Zoom
- Documentation Tools:** Confluence, SharePoint, Evernote
- Mobile Development Platforms:** Android Studio, Xcode, React Native
- Support Analytics Tools:** Google Analytics, Hotjar, Mixpanel

EXPERIENCE

Customer Service Simulation

University Project 📅 January 2026 - May 2026 📍 Chicago, IL

Supported a simulated call center environment by developing efficient customer service protocols aimed at maximizing customer satisfaction. Engaged actively in role-play exercises that heightened communication skills and team collaboration.

- Implemented best practices in customer service to enhance user interactions during simulated calls.
- Leveraged feedback to pivot strategies improving service delivery effectiveness.
- Engaged in peer evaluations which realized strategic process improvements for training manuals.
- Conducted role-play scenarios facilitating enhanced confidence in handling inquiries.
- Documented each interaction meticulously, providing usable insights for future training sessions.
- Presented key learnings and proposals to faculty, leading to an acknowledged improvement plan.

Customer Experience Analysis

Academic Research 📅 September 2025 - December 2025 📍 Chicago, IL

Analyzed consumer feedback from multiple channels to identify services requiring enhancements, focusing on overall customer satisfaction levels. Worked collaboratively with a research team to create actionable solutions based on our findings, ensuring future excellence in service protocols.

- Applied statistical tools effectively to quantify levels of customer satisfaction across various service touchpoints.

Technology Familiarity

Time Management

Quality Assurance

Crisis Resolution

Performance Metrics

Interpersonal Skills

User Experience Design

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



Customer Service Simulation at University Project (4 Months)

Customer Experience Analysis at Academic Research (3 Months)

- Delivered strategic recommendations based on analysis, influencing responsiveness of next-step service actions.
- Facilitated a collaborative project leading to the drafting of new operational guidelines enhancing service delivery.
- Composed training resources derived directly from research outputs for classroom use.
- Ensured ongoing engagement with peers to mentor on best practices seen throughout the project.
- Presented impactful results to stakeholders resulting in renewed company-wide commitment to service improvement.

Customer Support App Development

Hackathon Project 📅 June 2025 📍 Chicago, IL

Participated in an intense group challenge to design a prototype mobile app tailored for customer support needs. Focused particularly on implementing features that enhanced usability and function for end users throughout development.

- Collaboratively created a prototype considered innovative within the cohort aimed primarily at efficiency and utility.
- Gathered user feedback driven insights during extensive testing phases refining core functionality.
- Worked closely with developers ensuring essential app components matched outlined experience objectives.
- Showcased the app ultimately to judges, receiving enthusiastic recognition for practicality and design.
- Managed team dynamics well under pressure, meeting tight deadlines while achieving defined goals.

LEADERSHIP & AWARDS

- Dean's List, University of Illinois, 2024 - 2026

CERTIFICATIONS

- Customer Service Excellence Certification 📅 2026
- Teamwork & Collaboration Training 📅 2026

PROFESSIONAL AFFILIATIONS

- Member, Communication Club, University of Illinois, 2024 - Present
- Volunteer, Local Food Bank, Chicago, IL, 2025 - Present

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST