

# 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
- Technology Familiarity
- Time Management
- Quality Assurance

### 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.
- 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.

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)

- 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