

# David Thompson

CALL CENTER EXECUTIVE

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## Education

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### Associate Degree in Business Administration

Los Angeles Community College, Los Angeles, CA - 2015

## Work Experience

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### Call Center Supervisor

June 2019 – Present

XYZ Telecommunications, Los Angeles, CA

- Supervised a team of 20 call center agents, ensuring performance goals were consistently met.
- Provided training and development opportunities for new employees, improving team efficiency by 25%.
- Handled escalated customer complaints and resolved issues to maintain a high customer satisfaction rate.
- Monitored call center metrics, ensuring adherence to quality standards and service level agreements.
- Assisted in optimizing call routing processes, improving call response times by 20%.

### Call Center Representative

March 2017 – May 2019

ABC Retail Solutions, Los Angeles, CA

- Handled inbound and outbound calls for customer service inquiries, order status updates, and product information.
- Provided troubleshooting assistance to customers with technical issues.
- Processed customer returns, exchanges, and billing inquiries.
- Achieved a 95% customer satisfaction rating and consistently exceeded performance targets.
- Maintained detailed logs of customer interactions and service issues in CRM software.

### Customer Service Agent

September 2015 – February 2017

Global Support Services, Seattle, WA

- Responded to customer inquiries regarding products, services, and billing.
- Upsold additional products to customers, increasing company revenue by 15%.
- Processed refunds and returns, ensuring proper handling of customer complaints.
- Collaborated with team members to ensure customer satisfaction and timely issue resolution.

## Certifications & Professional Development

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- Certified Call Center Professional (CCCP)
- Zendesk Customer Support Certification
- Salesforce CRM Specialist Training