

## Personal details

example@cvmaker.uk

+44 20 1234 5673

London, UK

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## SKILLS

Customer Service

Call Handling

Data Entry

Reporting

Training & Mentoring

Conflict Resolution

CRM Software (Salesforce, Hubspot, Zoho)

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## EDUCATION & PROFESSIONAL TRAINING

Customer Service Excellence Certification -

Training Institute, 2020

Conflict Resolution and Mediation - UK Call

Centre Association, 2019

Call Centre Operations - UK Customer Service

Institute, 2018

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## LANGUAGES

English, Native

French, Fluent

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## REFERENCES

Available on request

# Elizabeth Miller

Customer-centric Call Centre Agent, fluent in both English and French, with a demonstrated history of providing outstanding service. Possess excellent communication and problem-solving skills and a strong ability to adapt to challenging situations and maintain a positive attitude. Committed to achieving high levels of customer satisfaction and contributing to the organisation's success.

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## WORK EXPERIENCE

**Call Centre Agent**

***Telecommunications Ltd.***

***London, UK | 2020 - Present***

Manage a team of 10 junior agents, providing guidance, training, and performance feedback. Handle escalated customer issues and resolve conflicts, turning dissatisfied customers into brand advocates. Utilise CRM software (Salesforce) to track customer interactions and provide tailored solutions.

- Achieved a 95% customer satisfaction rating through effective problem-solving and exceptional communication.
- Assisted in developing and implementing new customer service strategies, resulting in a 20% increase in team productivity.

**Call Centre Agent**

***Global Talk Solutions***

***Manchester, UK | 2018 - 2020***

Provided high-quality customer service via phone, email, and chat, addressing inquiries, issues, and feedback. Maintained a call handling time below the company average, ensuring efficient service delivery. Assisted in creating call scripts and knowledge base articles for new agents.

- Mastered the company's CRM system, ensuring accurate and up-to-date customer records through diligent maintenance.
- Successfully completed comprehensive training in professional customer service and call centre operations.