

# LILLIAN RAMIREZ

## Call Center Customer Service Representative

✉ [lyramirez@email.com](mailto:lyramirez@email.com)

☎ (123) 456-7890

📍 Indianapolis, IN

🌐 [LinkedIn](#)

## WORK EXPERIENCE

### Call Center Customer Service Representative

[Lowe's](#)

■ 2019 - current

📍 Indianapolis, IN

- Addressed inquiries, resolving issues, and guiding customers through purchasing decisions, resulting in a 39% increase in customer satisfaction ratings.
- Utilized Oracle CRM to efficiently manage customer interactions, track orders, and update customer profiles, which led to a 67% reduction in average call duration.
- Collaborated with cross-functional teams through Microsoft Teams and Slack to swiftly resolve complex customer issues, contributing to a 47% decrease in escalations to higher management.
- Used Microsoft Dynamics 365 to manage customer accounts, ensuring accurate record-keeping and a **26% increase in first-call resolution**.

### Call Center Agent

[Anthem, Inc.](#)

■ 2016 - 2019

📍 Indianapolis, IN

- Assisted policyholders with claims, inquiries, and policy information, maintaining a 96% accuracy rate in data entry.
- Employed Hootsuite to monitor and respond to customer inquiries on social media platforms, **resulting in a 74% increase in social media engagement** and brand awareness.
- Implemented customer feedback from calls into process improvement discussions and contributed to a 62% reduction in average call handling time over 6 months.
- Helped train new call center associates on Oracle CRM, contributing to a 43% reduction in onboarding time.

### Telemarketer

[One Cause](#)

■ 2013 - 2016

📍 Indianapolis, IN

- Conducted outbound calls to prospective clients, effectively pitching products and services, and **achieving a 33% conversion rate** above the team average.
- Leveraged TeamViewer for remote product demonstrations and increased lead quality by 54%.
- Partnered with the marketing team to refine telemarketing scripts, contributing to a 24% increase in lead response rate.
- Supported team members through Slack by sharing quick tips and solutions, which led to a 19% increase in team collaboration.

## EDUCATION

Bachelor of Science

Business Administration

[Indiana University Bloomington](#)

■ 2009 - 2013

📍 Bloomington, IN

## SKILLS

- Microsoft Dynamics 365
- Oracle CRM
- Microsoft Teams
- Slack
- Hootsuite
- TeamViewer

# Call Center Representative Study Guide Civil Service

**National Learning Corporation**

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