

## **Samuel Jost**

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### **Customer Service Professional Call Center Expert with 10 Years' Experience**

Seasoned, polished call center professional who offers:

- Expertise in successfully resolving customer issues in busy, stressful, all center environments
- Ability to provide resolution quickly and permanently with initial call
- Consistent positive responses from customer surveys
- Skill in building positive customer-relations and retaining customers for my employer
- Superior listening skills, tact, and diplomacy in the face of angry customers
- Ability to find creative solutions to complex problems

### **Experience**

#### **Customer Service Representative/Trainer 6/2008 – Present, Commonwealth Power, Kansas City, KS**

Respond to customer inquiries, issues, billing/payment problems. Calm angry callers through active listening; restore trust; develop solutions; coordinate with accounting, field repair, and consumer affairs departments.

##### **Key Results:**

- Consistently meet and often exceed benchmark requirements for number of calls and resolutions within timeline parameters
- Named as the consultant representative when less experienced staff members have difficult or challenging issues
- Earned superior ratings in all performance areas during every 6-month performance review for the past 8 years
- Promoted and moved to training new hires one week every 2 months
- Participated in the production of a training video

#### **Customer Service Agent 1/2006-5/2008, BMA INSURANCE COMPANY, Kansas City, KS**

Responded to calls from policyholders and potential customers. Resolved issues and affected policy changes; provided quotes and other information for inquiries; gained information to provide leads to sales team.

##### **Key Results:**

- Awarded #1 Customer Service Rep in June, 2007 from among 22 customer service reps. Award is based upon customer satisfaction with their service, accuracy of information provided, and number of leads generated.
- Participated in development of training manuals and videos that reduced training time by 1 full week.

## **Education**

### **9/2005-6/2006, Kansas City Community College**

Completed 30 credit hours toward an Associate's degree in Sales/Marketing  
Currently enrolled in evening classes in the same program.

### **9/2001-6/2005, Shawnee Mission East High School, Leawood, KS**

High School Diploma

## **Skills**

- Call Center Management
- Ability to train others
- Leadership
- Sales lead generation
- MS Word, Excel, PowerPoint
- Superior interpersonal relationship skills in challenging circumstances

## **Activities/Hobbies**

- **Habitat for Humanity Volunteer**
- **Soccer Coach – Kansas City Boys' Club**