


Jourdain Steinocher

Call Center Representative

I am a Call Center Representative with over 1 year of experience. I have excellent customer service skills and enjoy helping people. I am patient and efficient, and I have a strong work ethic. I am looking for an opportunity to use my skills in a challenging environment where I can grow and learn new things.

jourdain.steinocher@gmail.com 

(891) 053-8531 

St. Charles Ave, New Orleans, LA 
70130

Education

**High School Diploma at
Louisiana State University,
LA**

Aug 2017 - May 2021

I have learned communication, organization, and time management skills while studying for my high school diploma.

Links

[linkedin.com/in/jourdainsteinocher](https://www.linkedin.com/in/jourdainsteinocher)

Skills

Communication



Customer service



Patience



Problem solving



Active listening



Computer skills



Typing



Languages

English



Spanish



Employment History

Call Center Representative at Concentrix, LA

May 2022 - Present

- Answered an average of 85 calls per day.
- Assisted customers with account questions and concerns.
- Processed an average of 60 payments per day.
- Resolved customer complaints in a timely and efficient manner.
- Upsold products and services to customers on 50% of calls.

Call Center Representative II at TeleTech, LA

Sep 2021 - Mar 2022

- Handled an average of 80 calls per day.
- Answered customer inquiries with a 92% first call resolution rate.
- Cross-sold company products to customers, resulting in a 20% increase in sales.
- Trained new hires on company policies and procedures.
- Developed and implemented a new customer satisfaction survey.

Certificates

Certified Customer Service Representative (CCSR)

Mar 2021

Certified Call Center Specialist (CCCS)

Jul 2019

Memberships

American Association of Retired Persons

National Association of Realtors