

Lya Lamarre

Call Center Specialist

Details

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(165) 552-3694

S Highland Dr, Sandy, UT 84070

Profile

I am a Call Center Specialist with over three years of experience. I have excellent communication and customer service skills, as well as the ability to handle difficult situations. I am able to work independently and take initiative when needed. I am also proficient in using various call center software programs.

Employment History

Call Center Specialist at Concentrix, UT

May 2022 - Present

- Assisted an average of 500 callers per day with product questions and concerns.
- Resolved 85% of customer issues on first contact.
- Achieved 95% satisfaction rating from customers surveyed.
- Reduced hold time by 20% through efficient call management.
- Trained 2 new Call Center Specialists.

Call Center Specialist II at Sutherland Global Services, UT

Sep 2019 - Apr 2022

- Answered an average of 100 calls per day, with a minimum of 90% calls answered within 60 seconds.
 - Maintained a customer satisfaction rating of 95% or higher.
 - Successfully resolved an average of 85% of customer issues on first contact.
 - Exceeded quality assurance standards in 96% of phone interactions.
 - Achieved sales goals in 8 out of 10 months.
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Education

High School Diploma at Skyline High School, UT

Aug 2014 - May 2019

I have learned how to study for and take tests, how to do research, and how to write papers.

Links

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