

Yalitza Monnier

Outbound Call Center Representative

Profile

I have over 1 year of experience as an Outbound Call Center Representative. I am responsible for making outbound calls to customers and clients, answering their questions, and providing them with information about products and services. I am also responsible for upselling products and services to customers when appropriate. I have excellent communication skills and a pleasant phone manner. I am able to work independently with little supervision.

Employment History

Outbound Call Center Representative at Sitel, NC

Apr 2022 - Present

- Answered an average of 125 calls per day.
- Made 50 outbound sales calls per day.
- Achieved a 95% customer satisfaction rating.
- Consistently met daily, weekly, and monthly quotas for number of calls made and sales generated.
- Exceeded quarterly sales goals by 10%.
- Won "Employee of the Month" 3 times in 12 months.

Outbound Call Center Representative II at TeleTech, NC

Jul 2021 - Feb 2022

- Exceeded daily call quota by an average of 20%.
- Maintained a first-call resolution rate of 80%.
- Achieved customer satisfaction rating of 95% or higher in quarterly surveys.
- Trained new hires on outbound calling best practices.
- Led team to top ranking in monthly sales contest.

Certificates

Certified Customer Service Representative (CCSR)

Jan 2021

Certified Telemarketer (CTM)

Oct 2019

Memberships

American Teleservices Association (ATA)

The Call Center Association (CCA)

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📍 1234 Elm Street, New York, NY 10001

Education

High School Diploma at East Mecklenburg High School, Charlotte, NC

Aug 2016 - May 2021

I have learned how to study effectively, how to manage my time, and how to take care of myself both physically and mentally.

Links

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

Skills

Communication

Interpersonal skills

Listening

Persuasion

Negotiation

Closing skills

Languages

English

Hindi