

Josie Pitman
12 Baker Avenue
Baltimore,, MD
999-999-9999
josiepitman@aaa.com

Objective: Interested in a position as an Out Bound Customer Service Representative with a leading Call Center.

Experience: ABC Customerservices Pvt Ltd Baltimore, MD
Out Bound Customer Service Representative 2008 to Present

- Called customers listed in the company database and provided them information on the latest range of products .
- Provided product information and scheduled visits from the field sales team to visit customers.
- Called up customers to conduct 30/60/90 day after sales customer satisfaction surveys.
- Checked to ensure that appropriate changes were made to resolve customers' problems.
- Obtained and examined all relevant information in order to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- Kept records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Recommended improvements in products, packaging, shipping, service, and billing methods and procedures in order to prevent future problems.
- Contacted customers in order to respond to inquiries and to notify them of claim investigation results and any planned adjustments.
- Resolved customers' service and billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Compared disputed merchandise with original requisitions and information from invoices, and prepared invoices for returned goods.
- Reviewed insurance policy terms in order to determine whether a particular loss was covered by insurance.
- Solicited sale of new and additional services and products.
- Referred unresolved customer grievances to designated departments for further investigation.
- Determined charges for services requested, collected deposits and payments, and arranged for billing.
- Completed contract forms, prepared change of address records, and issued service discontinuance orders, using computers.
- Conferred with customers by telephone and in person in order to provide information about products and services, to take orders and cancel accounts, and to obtain details of complaints.

Education: State University of Maryland Baltimore, MD

Bachelors of Arts

Pursuing

Baltimore Public High School
High School Diploma

Baltimore, MD
2008

References: Available upon request