

Jill Rudlinger

Call Center Worker

Friendly call center agent with 7+ years experience. Seeking to use proven skills in problem solving and communication to provide expert service to Outdoor Research customers. Maintained 91% customer satisfaction for L.B. Climbing Gear. Learned all products with 99% accuracy.

Experience

- 2012-09 - 2017-10** **Call Center Agent**
Level Bevel Climbing Gear
- Used expert problem solving and communication skills as call center agent for high-end outdoor product firm. Named agent of the month 4 times.
 - Worked with manufacturers and vendors to answer customer questions. Maintained 91% customer service satisfaction rating for 5 years straight.
 - Quickly mastered deep product knowledge for all 177 products and parts. Passed the "Level Bevel Product Knowledge" quiz with a 99% score in 1 week.
 - Resolved customer and vendor issues quickly. Manager nicknamed me "Speedy Rudlinger" because I typically logged the most resolved calls daily.
- 2010-07 - 2012-08** **Call Center Representative**
Sirano Aquatics
- Leveraged advanced communication, problem solving, and product knowledge skills as call center representative for marine product company.
 - Employed elevated listening skills to soothe customer irritations. Three of my phone recordings were played by management as training tools.
 - Commended by management 4 times for my positive attitude. Consistently received quarterly bonus for maintaining a high average of satisfied callers.
- 2009-06 - 2012-07** **Customer Service and Phone Experience**
Various
- Took phone orders and provided exemplary customer service as Pizza Hut waiter. Received 3 F.A.S.T. awards for excellent customer comment scores.
 - As employee of Friedman Landscaping, spoke with customers on the phone, resolved issues. Received two letters of thanks for my compassion.
 - Temp call center agent, SpeedyCollect. Handled 5 outbound call center agent calls per hour, with a 10% above average success rate.

Education

- 2005 - 2009** **Stebbins Senior High**
- Got straight A's in English and Composition, all four years.
 - Excelled in typing classes.
 - Was voted onto the school yearbook team for my positive attitude.
 - Made a student co-counselor for my listening skills.

Additional Activities

- Take biweekly yoga classes to stay in shape and manage stress.
- Regular listener, "Support Ops" podcast.

Publications

Article "They Can Hear You Smile" appeared in Productivity Plus Blog

Personal Info

Phone
503-935-1679

E-mail
jillrudlinger@gmail.com

LinkedIn
linkedin.com/in/jillrudlinger

Twitter
twitter.com/jillrudlinger

Soft Skills

Customer Service ●●●●● Expert

Patience ●●●●● Expert

Communication ●●●●● Expert

Compassion ●●●●● Advanced

Speed ●●●●● Advanced

Hard Skills

MS Office ●●●●● Expert

Learning Product Knowledge ●●●●● Expert

Salesforce ●●●●● Advanced

Languages

Spanish ●●●●● Fluent

French ●●●●● Passable

Sample Special Education Teacher Resume Template

Christina Turner
christina.turner@email.us
534-275-8936

Professional Summary

Licensed special education teacher with 5+ years of experience and skills developing and implementing robust teaching programs. Seeking position at Billeus County Public Schools. At Corrus County Public Schools, taught classes of 15+ special education students. Raised test scores 25% through better lesson plan development. Trained 3 other teachers in advanced special education techniques.

Work Experience

Special Education Teacher
Corrus County Public Schools
September 2014–March 2019

- Taught classes of 15+ special education students full time for 5+ years.
- Developed new research-based teaching strategies, raising student engagement 30%.
- Raised student test scores in Math and English 25% through creating new, student-interest-centered lesson plans.
- Collaborated with parents, teachers, and school administrators to address educational and disciplinary problems. Lowered disciplinary incidents by 28%.
- Integrated technology into the classroom to remove 8 hours per week of time previously spent on paperwork and redundant tasks.

Education

2010–2014 Bluefield College
Bachelor's Degree in Education with Teaching Certificate

- Dean's List every semester.
- Wrote a monthly column in the school paper on special needs children.

Skills

- Soft skills: organization, communication, interpersonal skills, and creativity. Very detail-oriented.
- Hard skills: Functional and Life Skills Curriculum, working with autistic children, physical and mental disabilities, and speech and hearing impairments.

Certification

State of Virginia Teacher Certification (Current)

Activities

Volunteer cook and server 2x per month at Fore Street Soup Kitchen.
Teach yoga classes 2x per week for self-care.