# JULIAN MERCER

**CALL CENTER AGENT**

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## PROFESSIONAL SUMMARY

Call Center Agent with 4+ years in inbound support for telecom, insurance, and retail clients. Resolves 60+ calls a day with high satisfaction and strong adherence to schedule and quality scores. Calm under pressure and quick to learn new systems and policies.

## PROFESSIONAL EXPERIENCE

**Customer Care Agent** Mar 2024 - Present
**Concentrix, Salt Lake City, UT**

- Handle about 65 inbound calls a day for a wireless carrier account on billing, plan changes, and troubleshooting.
- Maintain a quality score of 94% against a 90% target, based on call monitoring by the QA team.
- Resolved 82% of contacts on first call by checking account notes and offering one clear next step before ending the call.
- Average handle time of 6 minutes 10 seconds against a 6:30 goal, with CSAT of 4.7 out of 5.
- Kept schedule adherence at 96% over the last four quarters and picked up overtime shifts during outage spikes.
- Take part in weekly team huddles and share tips on tricky call types, which helped lift the team's average quality score by two points.
- Process payments, plan upgrades, and add-on lines accurately and offer relevant options, producing 20+ accepted upgrades a month.

**Customer Service Agent** Jan 2023 - Feb 2024
**Teleperformance, Salt Lake City, UT**

- Supported an insurance client's policyholders with ID cards, billing questions, and claim status calls.
- Calmed upset callers during storm-season claim spikes and earned seven customer compliments in six months.
- Documented every call in the CRM with clear notes, so follow-up callers did not repeat their issue.
- Mentored two new hires during nesting weeks, shadowing their calls and sharing feedback.
- Verified customer identity under strict privacy rules on every call and followed scripts with no compliance flags in the past year.
- Handled escalated calls from supervisors' queue after completing advanced de-escalation training in the second half of the year.

**Customer Support Agent** Jun 2022 - Dec 2022
**Alorica, Salt Lake City, UT**

- Took inbound calls and chat sessions for an online retailer on order status, returns, and refunds.
- Processed about 40 refunds and exchanges a day within policy, with no audit exceptions.
- Learned three systems in a two-week training class and reached full call volume in the third week.
- Handled up to three live chats at once with a satisfaction rating of 92%, resolving most returns requests in about five minutes.
- Identified a recurring shipping address error in the order tool and reported it to the team lead, who fixed it for all agents.

## CORE SKILLS

Inbound call handling | De-escalation | Active listening | CRM documentation | Billing support | Troubleshooting | Order and refund processing | Salesforce | Zendesk | Typing 55+ WPM | Schedule adherence | Call quality standards | Chat support

## EDUCATION

**Associate of Arts in General Studies**, Salt Lake Community College, Salt Lake City, UT

## CERTIFICATIONS

HDI Customer Service Representative (HDI-CSR), HDI | Microsoft Office Specialist: Word Associate