

# Balee Vacek

Call Center Agent

## Profile

A Call Center Agent with extensive experience in customer service and telecommunication. Adept at handling difficult customer inquiries, providing telephone support, and troubleshooting technical problems. Thrives in a fast-paced environment where effective communication is essential. Committed to delivering an exceptional level of client satisfaction by promptly resolving all issues to the best of my abilities.

## Employment History

### Call center agent at Aegis Communications Group, LLC (Texas)

Mar 2022 - Present

- Answered an average of 120 calls per day during one month with a 96% customer satisfaction rating according to company surveys.
- Helped increase sales by upselling services and products on 50% of all phone calls made, resulting in a 10% total increase in monthly sales for the call center.
- Consistently provided helpful and friendly service that resulted in positive feedback from customers on 68% of all evaluations completed by supervisors.
- Resolved complex customer issues efficiently and effectively 100% of the time as measured by supervisor reports over a three-month period.
- Demonstrated excellent product knowledge when answering questions posed by potential customers, leading to conversions on 20% of those interactions.

### Phone bank representative at TeleTech Holdings, Inc. ( Colorado)

Sep 2016 - Feb 2022

- Answered 75 calls in a 8 hour shift.
- Resolved 50% of customer issues during call.
- Up-sold 2 services to customers.
- Made collections calls and successfully collected on 3 outstanding accounts.
- Entered all information from caller into system correctly.

## Certificates

### Technical Support Specialist (TSS), Intel, Microsoft Corporation

Apr 2021

### Customer Service Representative (CSR), Apple Store

May 2019

### Technical Sales Associate (TSA), Technical Sales Associates

Aug 2017

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## Education

### High School Diploma or GED at Wake Forest University, Winston-Salem, NC

Aug 2012 - May 2016

Some technical skills I learned while studying for my high school diploma or GED include time management, organization, and communication.

## Links

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

## Skills

Excellent communication skills

Ability to stay calm under pressure

Good organizational and time management skills

Active listening skills

Problem solving abilities

Customer service orientation

Flexibility

## Languages

English

Indonesian