
Tasha Rivers

Call Center Representative

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SUMMARY

Call center representative with eight years across healthcare, banking, and telecom support lines. Handles 70+ calls a day at a 94% quality score, sits in the top 10% of the floor for first-call resolution, and mentors new hires through their first quarter.

EXPERIENCE

Senior Call Center Representative — Sunline Health Plans 07/2022 – Present

- Handle 70+ member calls a day covering benefits, claims, and billing at a 94% average quality score
- Resolve 82% of calls without a transfer or callback, ranking in the top 10% of a 60-agent floor
- Onboarded and mentored nine new hires; all nine passed their 90-day quality gate on the first attempt

Call Center Representative — Cactus Wren Credit Union 10/2019 – 06/2022

- Answered 60+ calls daily on accounts, cards, and disputes while holding average handle time under six minutes
- Documented every contact in Salesforce Service Cloud with a 99% disposition accuracy score across three years
- Cut repeat calls on card disputes 18% by writing a plain-language status script adopted floor-wide

Customer Service Representative — Vista Telecom Solutions 02/2018 – 09/2019

- Resolved billing and outage calls for a 40K-customer region while meeting 97% schedule adherence
- Earned a 4.8 out of 5 average post-call satisfaction rating across two years

EDUCATION

A.A. Communication — Phoenix College 2015 – 2017

SKILLS

High-volume call handling | De-escalation | First-call resolution | Bilingual support (Spanish) | HIPAA-compliant documentation

Five9 | Salesforce Service Cloud | Zendesk | NICE inContact | Microsoft Teams

CERTIFICATIONS

HDI Customer Service Representative