Rosalind Thackeray-Opoku

Call Center Agent
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SUMMARY

Call center agent with 4 years on inbound billing and service queues, handling about 70 calls a day with an 84% first-call resolution rate and a quality score averaging 96%. Trusted with escalated callers and new-hire side-by-sides, with 1 unplanned absence in the past 2 years. Bilingual in English and Spanish.

EXPERIENCE

Call Center Agent, Billing and Service — Gulfline Power Cooperative

Tampa, FL · Feb 2023 – Present

- Handle about 70 inbound calls a day on billing, outages and payment plans for a utility serving 410,000 homes.
- Hold an 84% first-call resolution rate over the last 12 months, against a team target of 75%.
- Average 96% on monthly quality reviews across 24 scored calls, and placed in the top 3 of 22 agents for customer survey scores in 2025.
- Set up 260 payment arrangements during the summer peak in 2025, helping customers avoid disconnection while following credit policy.

Customer Care Agent — Brightwave Mobile

Clearwater, FL · Jun 2021 – Jan 2023

- Answered about 60 calls a day on plan changes, device troubleshooting and roaming charges, keeping average handle time near 6 minutes.
- Cut repeat calls on my queue by writing 9 short knowledge base notes for common roaming and billing questions, adopted by 2 teams.
- Retained 31% of customers who called to cancel in 2022 by reviewing their usage and offering a cheaper plan that fit.

SKILLS

Call handling: Inbound queues, de-escalation, call control, payment arrangements, warm transfers, after-call notes

Metrics: First-call resolution, average handle time, quality monitoring, CSAT, schedule adherence

Systems: Genesys Cloud, Salesforce Service Cloud, Five9, SAP billing, Microsoft Teams

Languages: English (first language), Spanish (fluent, about 20 calls a day)

EDUCATION

High School Diploma, Hillsborough High School, Tampa, 2020

Customer service certificate, Hillsborough Community College, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.