

# Angela Ranger

Moose Jaw, Saskatchewan

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## Professional Summary

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Highly motivated and customer-focused Call Center Representative with over 5 years of experience in both inbound and outbound call center environments. I have a proven history of delivering exceptional service, while resolving potential customer issues. I consistently exceeded performance targets such as call handling time, customer satisfaction, and sales conversion rates. Adept at handling high call volumes, managing diverse customer needs, and maintaining professionalism under pressure. Proficient in using numerous CRM, with the ability to learn new systems quickly. I also have strong multi-tasking skills and am able to maintain a detailed record of all client interactions. I am committed to creating a positive customer experience and contributing to the success of the team.

## Skills and Qualifications

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- Excellent customer service and support management skills, with proven ability to troubleshoot problems, find solutions, and assist customers with their concerns.
- Positive attitude with a proven history of reliability, adaptability and being detailed orientated.
- Self motivated with the ability to complete tasks in a timely manner.
- Strong organizational and time management skills.
- Excellent mechanical endurance with the ability to handle strenuous tasks.
- Capacity to learn new skills quickly.

## Work Experience

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### Pitch Perfect Solutions -

2024-Current

Transfer Agent

- Contacting potential customers interested in insurance quotes and transferring them to licensed insurance agents.
- Have an average conversion rate of 3 minutes per call.

### Foundever Canada -

2024-2025

Remote CSR Agent

- Met or exceeded metrics while providing excellent customer service.
- Used a combination of voice, chat and email to communicate with clients.

### Advantage Communications Inc. -

2023

Remote CSR Agent

- Answered incoming calls promptly and professionally, ensuring that customers receive the highest level of service.
- Acknowledged and addressed customer complains professionally and efficiently

#### **Sutherland -**

2021-2023

##### **CSR**

- Answered incoming calls promptly and professionally, ensuring that customers receive the highest level of service.
- Best Customer Satisfaction Award with 90% survey rate

#### **Hinduja Global Solutions -**

2019-2021

##### **CSR**

- Received and responded to incoming calls from customers, offering ongoing support.
- Provided information, answered questions, and clarified any doubts about products or services.
- Providing accurate and timely information to customers including service offerings and pricing.

#### **Education**

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##### **ABM College – Regina, SK**

2023-2024

- Cyber Security, Information Technology

##### **Canadore College – North Bay, ONT**

1985-1988

- Registered Nursing, Health Services/Allied Health/Health Sciences

#### **Licenses & Certificates**

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##### **OSINT Introduction – WYWM Academy**

2024

##### **Microsoft Networking Fundamentals – WYWM Academy**

2024

##### **CompTIA Fundamentals+ -WYWM Academy**

2023

#### **References**

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Available upon request.