Marcus Bell

CALL CENTER REPRESENTATIVE

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SUMMARY

Call center representative with 2 years of inbound experience at a utility contact center, handling 70+ calls a day on billing, payment arrangements, outages and service orders. Brings empathy to frustrated callers, keeps clear CRM notes and scores above 95% on quality assurance reviews. Earlier customer service work at a grocery service desk built careful cash handling and payment processing habits.

SKILLS

- Customer Service
- Inbound Calls
- CRM
- Payment Processing
- Cash Handling
- Quality Assurance
- Microsoft Office
- Typing (55 WPM)
- Empathy
- Professionalism

EXPERIENCE

Call Center Representative 03/2025 - Present

Desert Valley Energy Services Phoenix, AZ

Contact center for an electric and gas utility with 400,000 residential accounts.

- Handle **70+** inbound calls a day on billing, outages, payment arrangements and start or stop service requests.
- Set up payment plans for past-due customers, keeping 85% of arranged accounts current 90 days after the call.
- Record every call in the CRM with clear notes and next steps, scoring 96% on monthly quality assurance reviews.
- Escalate gas leak and outage calls to the dispatch desk within 60 seconds, following the emergency call script every time.

Customer Service Clerk 08/2023 - 02/2025

Saguaro Family Grocers Tempe, AZ

Locally owned grocery chain with 5 stores in the East Valley.

- Processed 150+ register and service desk transactions a shift, including money orders, bill payments and refunds.
- Resolved refund, coupon and price-check disputes for about 30 customers a week without calling a manager.
- Trained 4 new clerks on the point-of-sale system, the store return policy and money order procedures.
- Balanced the service desk cash drawer at every closing shift, finishing 18 months with no variance over $2.

EDUCATION

High School Diploma 05/2023

Maryvale High School Phoenix, AZ