



POOJA MENON

Contact Centre Agent

voice support, active listening, CRM

Bengaluru, India | pooja.menon@example.com | ROLE 18-04

FICTIONAL SAMPLE - all employers, qualifications and outcomes are illustrative and unverified.

EXECUTIVE SUMMARY

Contact Centre Agent with an illustrative 13-year career in customer support, service delivery and account adoption. Combines voice support, active listening, crm with disciplined documentation, practical coordination and clear communication. The sample career progresses from focused execution to independent workstream ownership, with responsibilities and boundaries described for each appointment.

Selected work includes call quality improvement, follow-up case management and knowledge navigation redesign. These examples explain the original problem, individual contribution, deliverables, review approach and remaining limitations rather than relying on unsupported headline claims.

Prepared for experienced contact centre agent opportunities requiring dependable delivery, thoughtful professional judgement and collaboration. The qualification narrative includes Diploma in Service Operations. Every named organisation and outcome in this record is fictional; professional eligibility is not independently established.

AT A GLANCE

13 years

ILLUSTRATIVE CAREER

4

CAREER APPOINTMENTS

3

WORK EXAMPLES

2

EDUCATION RECORDS

CORE COMPETENCIES

voice support / active listening

CRM / call documentation

query routing / de-escalation

quality feedback / time management

PROFESSIONAL MISSION

Turn a clear brief into dependable customer support, service delivery and account adoption work: understand the context, apply voice support and active listening, record the evidence and explain the limitations before handover.

Career family: Customer Service & Success | Snapshot: 2026-09-22

PROFESSIONAL EXPERIENCE / RECENT

Contact Centre Agent

Meridian Customer Services (fictional)

Jul 2022 - Present | Bengaluru, India

Independent ownership of scoped contact centre agent work, coordinating contributors and making review requirements explicit. Includes the first two selected work examples.

- Practised structured listening and concise summaries.
- Maintained action queues and completion notes.
- Led brief clarification and prioritised work using voice support, active listening and crm. Raised unresolved constraints before committing to the next stage.
- Coordinated peer reviews and handover preparation; used a customer journey or service brief to distinguish completed work, assumptions and follow-up needs.
- Supported colleagues with practical examples of call documentation and maintained a concise learning record after important assignments.

Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

Senior Contact Centre Agent

Northline Customer Services (fictional)

Jul 2018 - Jun 2022 | Bengaluru, India

Owned defined assignments and supported cross-functional coordination. Developed deeper practice in crm and call documentation.

- Organised issue-based shortcuts and reviewed scripts.
- Translated incoming requirements into a sequenced plan and aligned responsibilities with the project or service owner.
- Applied query routing and de-escalation to resolve delivery questions while maintaining source and decision notes.
- Introduced reusable working documents and reviewed exceptions with the responsible specialist rather than silently changing scope.
- Prepared a service improvement review so the next team could understand the work and remaining questions.

Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

PROFESSIONAL WORKING PRINCIPLES

- Understand the customer issue and record context before proposing a resolution.
- Communicate realistic next steps and maintain clear escalation ownership.
- Protect customer information and separate satisfaction observations from causal business claims.

PROFESSIONAL EXPERIENCE / EARLIER

Contact Centre Agent

Cedarbridge Customer Services (fictional)

Jul 2015 - Jun 2018 | Bengaluru, India

Progressed from supported tasks to independently managed assignments, with review available for unfamiliar or higher-risk decisions.

- Handled recurring work involving voice support and active listening using a documented preparation and review process.
- Supported follow-up case management by organising inputs, maintaining issue notes and incorporating reviewer feedback.
- Coordinated colleagues and internal stakeholders using concise status updates, clear questions and agreed next steps.
- Improved record consistency through quality feedback and documented handover expectations.

Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

Assistant Contact Centre Agent

Cedarbridge Customer Services (fictional)

Jul 2013 - Jun 2015 | Bengaluru, India

Built practical foundations through supervised assignments, routine documentation and feedback from experienced colleagues.

- Assisted with voice support and crm within an agreed scope and escalated unfamiliar work.
- Prepared inputs and checked completeness before passing work to the responsible reviewer.
- Maintained task records and learned to communicate assumptions, constraints and observed problems clearly.
- Applied review feedback to subsequent assignments and developed a dependable working routine.

Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

SELECTED CONTRIBUTIONS

Call quality improvement. Practised structured listening and concise summaries. The achievement is the described workstream contribution; independent outcome evidence is not supplied.

Follow-up case management. Maintained action queues and completion notes. The achievement is the described workstream contribution; independent outcome evidence is not supplied.

Knowledge navigation redesign. Organised issue-based shortcuts and reviewed scripts. The achievement is the described workstream contribution; independent outcome evidence is not supplied.

SELECTED WORK / 01

Call quality improvement

P1 | Jan 2023 - Jun 2023 | FICTIONAL WORK EXAMPLE

Context. Fictional internal work programme in customer support, service delivery and account adoption; not a real client case study.

Problem. Agents skipped important confirmation steps.

Objective. Create a workable response to this issue through voice support, explicit review criteria and practical documentation. Agree the boundaries before execution and retain unresolved points for follow-up.

Contribution and ownership. Contact Centre Agent; owned the stated workstream, not the full organisation or every collaborator contribution.

- Practised structured listening and concise summaries.
- Prepared the scope with the commissioning team, identified unresolved inputs and used voice support to turn the brief into a sequenced work package.
- Applied active listening and crm while coordinating reviews with the designated owner. Kept decision notes so collaborators could separate facts, assumptions and changes.
- Assembled the handover material, explained open limitations and agreed which items needed further review rather than presenting them as completed.

Methods. voice support / active listening / CRM / call documentation

Deliverables. Call quality improvement - scoped brief; Call quality improvement - reviewed working package; Call quality improvement - handover and learning summary

Review. Reviewed the scoped output against the agreed brief, recorded exceptions and checked that key conclusions could be traced to observations. The review package calls for a customer journey or service brief and a named human reviewer.

Illustrative outcome: the team adopted a repeatable approach for call quality improvement, with clearer ownership and reviewable records. This is a fictional qualitative result; no real performance measurement or external acceptance evidence is supplied.

Suggested evidence (not supplied): customer journey or service brief; sanitised case and handoff record; service improvement review.

SPECIALIST PRACTICE

Customer evidence

The sample focuses on voice support, active listening, crm. Approvals, supervision and specialist input are identified in each work package; work outside this scope is referred to the designated responsible person.

Peer learning and practical guidance. Created short examples on voice support and call documentation for colleagues. Separated personal preferences from agreed team procedures and recorded useful questions.

Review and handover discipline. Facilitated practical reviews of follow-up case management, ensuring that unresolved issues retained a named owner rather than disappearing from final presentations.

Cases and feedback are fictional; no real customer testimonials, account endorsements or service-level guarantees are implied.

SELECTED WORK / 02 AND 03

Follow-up case management

P2 | Jan 2024 - Jun 2024 | Meridian Customer Services (fictional)

Problem. Promised callbacks lacked ownership.

Objective. Create a workable response to this issue through active listening, explicit review criteria and practical documentation. Agree the boundaries before execution and retain unresolved points for follow-up.

Ownership. Contact Centre Agent; owned the stated workstream, not the full organisation or every collaborator contribution.

- Maintained action queues and completion notes.
- Prepared the scope with the commissioning team, identified unresolved inputs and used crm to turn the brief into a sequenced work package.
- Applied call documentation and query routing while coordinating reviews with the designated owner. Kept decision notes so collaborators could separate facts, assumptions and changes.
- Assembled the handover material, explained open limitations and agreed which items needed further review rather than presenting them as completed.

Methods. active listening / CRM / call documentation / query routing

Delivered. Follow-up case management - scoped brief; Follow-up case management - reviewed working package; Follow-up case management - handover and learning summary

Illustrative outcome: the team adopted a repeatable approach for follow-up case management, with clearer ownership and reviewable records. This is a fictional qualitative result; no real performance measurement or external acceptance evidence is supplied.

Suggested evidence (not supplied): customer journey or service brief; sanitised case and handoff record; service improvement review.

Knowledge navigation redesign

P3 | Jan 2019 - Jun 2019 | Northline Customer Services (fictional)

Problem. Agents struggled to find current answers.

Objective. Create a workable response to this issue through crm, explicit review criteria and practical documentation. Agree the boundaries before execution and retain unresolved points for follow-up.

Ownership. Contact Centre Agent; owned the stated workstream, not the full organisation or every collaborator contribution.

- Organised issue-based shortcuts and reviewed scripts.
- Prepared the scope with the commissioning team, identified unresolved inputs and used query routing to turn the brief into a sequenced work package.
- Applied de-escalation and quality feedback while coordinating reviews with the designated owner. Kept decision notes so collaborators could separate facts, assumptions and changes.
- Assembled the handover material, explained open limitations and agreed which items needed further review rather than presenting them as completed.

Methods. CRM / call documentation / query routing / de-escalation

Delivered. Knowledge navigation redesign - scoped brief; Knowledge navigation redesign - reviewed working package; Knowledge navigation redesign - handover and learning summary

Illustrative outcome: the team adopted a repeatable approach for knowledge navigation redesign, with clearer ownership and reviewable records. This is a fictional qualitative result; no real performance measurement or external acceptance evidence is supplied.

Suggested evidence (not supplied): customer journey or service brief; sanitised case and handoff record; service improvement review.

EDUCATION AND SPECIALIST LEARNING

Diploma in Service Operations

Asterbridge Institute of Professional Studies (fictional institution)

Jul 2012 - May 2013 | completed - fictional record

Focus: voice support, active listening, call documentation. Specialist study on call quality improvement; an illustrative learning project, not a published result.

Bachelor's in Communication

Cedarhaven College of Applied Studies (fictional institution)

Jul 2009 - May 2012 | completed - fictional record

Focus: CRM, query routing, de-escalation. Applied coursework in voice support, documentation and reviewed practical assignments.

CONTINUING PROFESSIONAL DEVELOPMENT

Customer communication clinic (2023). Voice support and call documentation in the context of contact centre agent work. Used reflective exercises and a bounded practice example related to call quality improvement.

Service recovery workshop (2024). Active listening and query routing in the context of contact centre agent work. Used reflective exercises and a bounded practice example related to follow-up case management.

Knowledge management practicum (2025). Crm and de-escalation in the context of contact centre agent work. Used reflective exercises and a bounded practice example related to knowledge navigation redesign.

Provider for these illustrative learning records: Meridian Professional Learning Studio (fictional). Not a licence or certification.

LANGUAGES AND WORKING PREFERENCES

English and Hindi - professional working proficiency in this fictional record.

Work arrangement: hybrid; remote feasibility discussed per role. Relocation: open to discussion - sample preference. Availability: not confirmed; discuss before an interview.

CREDENTIAL AND EVIDENCE STATUS

Cases and feedback are fictional; no real customer testimonials, account endorsements or service-level guarantees are implied.

Synthetic qualification and institution names illustrate profile fields only; they are not a validated qualification route or recognised accreditation claim.

No real referee, endorsement, award, publication, membership or licence is supplied.

Use for templates, product demonstrations and test data only. Replace fictional claims and remove the demo label only after approval of real candidate information.

Contact placeholder: pooja.menon@example.com. No phone, live profile URL or verified reference is supplied.

Complete machine-readable data: profile.json. Interactive companion: portfolio.html. Reference CV used for structure only; this is not Ajay Prajapat's biography.