

## Mention Your Motivation and Enthusiasm on a Call Center Resume

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*Working for a call center in a big company can provide stable employment and can provide a number of incentives for excellent performance including pay raises and career advancements. When applying for a call center, have the information on hand that they will request, including the information you would include on a resume such as work experience, your education, and dates of employment. Also have names, addresses, and phone numbers of former supervisors, and your residential addresses for the last seven years. Be aware that they most likely will perform a background check on you, so be as accurate as possible in the information you provide. Length of resume for a call center position is not important, since you will most likely be required to submit the information in your resume in an online application.*

I applied for a position in the call center at a major cell phone provider once. They had me take a personality test as part of my initial interview. Call centers today can be picky about who they hire, and the qualifications they seek the most are often not listed on the job announcement. They are looking for individuals who primarily have excellent attendance, know how to follow instructions, and who seek to grow with the company.

Applying for a call center job at a large company often involves filling out an application online, whether it is at home prior to the interview or onsite. Often a potential employer for a call center position doesn't accept a printed resume from you, but you will need to bring one along and transcribe it into their system.

Call centers are more likely than not to do a background check on you, so make sure to be as accurate as possible in the information you provide. Also, if you have any felonies on your record, you should probably consider another employment route. You will need to have access to information in addition to typical resume data that they will likely ask for, including names and phone numbers of former supervisors, dates including months, of former employment, the addresses of all your residences for the past seven years, and even the address and phone number of the schools you have attended. They will also ask for professional references.

Strategically list your experience to showcase yourself and to show the company that you are going to be the best one for their employment needs. There are several ways that you can do this. When you are writing about your former experience at a call center, be sure that you include all of the things that you did while you were working there. It will be very important for you to take a good look at what you are able to do for the call center, and that you make sure you are able to show the new employer what you can do.

If are just starting out and don't have any work experience yet, or if you don't have any experience in call centers, you need to emphasize the things that you did while you were in school, and the education that you have had that would complement their operations. Remember that there are going to be lots of people applying for a call center job with you, so you want to be sure that you are the one who is going to get called back. Therefore, if you don't have experience to draw on, you are going to have to discuss your education in the right way so that you will be the one who gains the interview. The best way to do this is to read through the job offer and what types of things the employer is looking for with their potential employees. Then, you can be sure to let them know that you are actually going to be offering them this, by

tailoring your discussion of your experience or your education to the things that they need. If the ad mentions that they want goal-oriented people, for instance, explain within your education or experience section how you have been able to set and meet goals in the past.

When you are applying for a call center job, there are several things that you want to think about. You want to show them that you are professional. Check and double check your application for errors when you are preparing it. Before your interview, have a friend read over the resume you have prepared to check for grammar, punctuation, and spelling. Then, take a good look at the way that you write your sentences, and be sure that they are clear.

Resume length is not important, since it will be viewed electronically. Be concise, but provide detail about your experience that will best describe the skills you may have gained in previous call center experience. Make sure to mention skills such as detail-oriented, quick learner, excellent attendance, motivated, enthusiastic, and seeking to grow with the company. If you prepare a resume accordingly, it will be something that will get you an interview and which will set you apart from the competition.