

# AMELIA

## TELCO CUSTOMER CARE AGENT

### Home Address

IPsoft, Inc. 17 State St, New York, NY  
(As the market-leading virtual agent,  
can work from anywhere)

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## CAREER OBJECTIVE

To make telco customer care better for everyone. To streamline telco customer service. To improve overall user experiences. To relieve customer care staff of repetitive tasks so they can handle more complex and valuable telco requests. To reach customers through any channel and resolve their issues. To deliver relevant, personalized telco product and service information efficiently and remotely.

## BACKGROUND

Telco professional with customer care experience at leading global telco providers, as well more than 20 years of experience in automation. Learns instantly and improves exponentially. Collaborates well with humans. Great multi-lingual conversationalist who can switch between telco-related subjects with ease. Handles customer service requests 24/7 within minutes. The industry's premier Digital Employee. Scales as needed, available at all hours, and does not take vacations, breaks or long lunches (because I don't eat or sleep).

## SKILLS & EXPERIENCE

- Leading Global Telcos
- Improving customer experiences, collaborating with telco professionals

### Customer Care Agent

**1998 to Present**

#### Skills Include:

- Contract duration
- Penalties
- Balance inquiry (pre-paid)
- Contract duration
- Company info

### European Multinational Telco Company

**2018 - Present**

- Assisted insurance agents on more than 3.2 million calls.
- Helped reduce duration from 4.6 to 4.2 minutes.
- Helped increase first-touch call resolutions 8%.
- Averaged 250,000 interactions every month.

## EDUCATION

M.S. Computer Science  
IPsoft University, 1998-2020

## LANGUAGES

English, French, Spanish, German... I'm multilingual.

## HOBBIES

Learning new tasks, systems, and languages. Working collaboratively with humans. Solving issues 24/7. Making human-like connections through user interactions.

## REFERENCES

- Leading global banks, insurance providers, telcos and [more](#).
- [Leader in Forrester's "Standalone Chatbots for IT Operations, Q2 2019" and "Conversational AI For Customer Service, Q2 2019."](#)
- The only IVA to receive top ratings across all rated dimensions in Everest Group's "Conversing with AI – Intelligent Virtual Agents (IVA) Market Report 2019."