Terrence Buchanan

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My Key Qualifications

- **5 years in call center and customer support** roles, from retail service operations in 2021 through home services support today.
- Home services support at **American Residential Services**: scheduling, warranty coverage, reschedules, and complaint resolution on inbound and outbound calls.
- Lifted **FCR from 68% to 79%** on appointment and service-update contacts through tighter dispatch coordination and clearer Salesforce case notes.
- **Salesforce and Five9** daily: case notes, disposition codes, next steps, and outbound follow-up across the queue.
- Service recovery that held a **4.6 out of 5 CSAT** on escalated cases across 120 post-call surveys in one quarter.
- Excel-based follow-up tracking reduced parts-delay cases older than 7 days **from 34 to 19 in 6 weeks** after flagging the pain point to supervisors.

Experience

Call Center Representative — **American Residential Services**, national HVAC, plumbing, and electrical home services company

May 2023 – Present · 3 yrs 6 mos

- Handle inbound and outbound calls for service scheduling, service updates, warranty coverage, reschedules, and complaint resolution, coordinating with dispatch, technicians, parts teams, and third-party service partners to close open issues and keep customers informed.
- Raised first-call resolution from 68% to 79% over two quarters on appointment and service-update contacts by writing clearer callback notes in Salesforce and coordinating with dispatch before closing cases.
- Cut average handle time from 9.4 to 8.1 minutes across a 10-week peak summer period by standardizing troubleshooting questions for warranty and reschedule calls and using saved response templates.
- Reduced repeat complaints tied to missed technician arrival windows from 26 to 15 cases a month through a same-day outbound follow-up routine with technicians and proactive customer updates in Five9.
- Averaged 4.6 out of 5 CSAT across 120 post-call surveys on escalated service-recovery cases, balancing policy decisions with retention-focused resolutions and clear next-step communication.
- Flagged recurring parts-delay pain points to supervisors and helped implement an Excel callback tracking sheet, reducing open parts-delay cases older than 7 days from 34 to 19 within 6 weeks.

Customer Service Representative — **Target**

Aug 2021 – Apr 2023 · 1 yr 8 mos

- Handled high-volume phone and service-desk contacts covering orders, returns, store pickup issues, and payment questions, documenting each case and follow-up action across service tools and store communication logs.
- Raised the same-visit first-contact resolution rate from 71% to 82% over 6 months by consistently applying policy guides and partnering with fulfillment and front-end leads on complex orders.
- Cut average customer callback time from 24 hours to 10 hours by tracking outstanding cases in Excel and organizing follow-up by urgency and promised resolution date.
- De-escalated dissatisfied customers and coordinated callbacks and policy exceptions with store leaders, maintaining a 92% QA score across 3 monthly reviews during high-volume holiday peak periods.

Education

- **Ohio University** — Bachelor of Science in Communication Studies · 2017 – 2021

Skills

- **CRM & Telephony:** Salesforce, Five9, Zendesk
- **Call Center Metrics & Methods:** First-Call Resolution, Service Recovery, Warranty Support, Dispatch Coordination, CSAT
- **Office Tools:** Microsoft Excel, Microsoft Outlook