

Mohammad Nikolov

Customer Retention Specialist

Philadelphia · Pennsylvania · US

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Profile

Customer■focused service professional with 17 years of progressive experience in high■volume call■center environments across the telecommunications, media, and utilities sectors. Proven track record of driving retention, upselling, and satisfaction through consultative selling, empathetic communication, and data■driven process improvements. Demonstrated ability to lead small teams, coach peers, and meet aggressive KPI targets while maintaining composure in fast■paced, high■stress situations. Currently a Customer Retention Specialist at Comcast, seeking to leverage deep product knowledge and leadership expertise to exceed Net Promoter System goals and enhance the overall customer experience.

Skills

Customer Relationship Management (CRM), Retention & Upselling, Communication, Leadership & Coaching, Analytical, Technical Troubleshooting, Process Improvement, Quality Assurance, Time Management & Multitasking, Remote Work Proficiency, Soft Skills, Additional Skills

Languages

English | – Present

Fluent

Bulgarian | – Present

Native speaker

Spanish | – Present

Conversational

Awards

Excellence in Customer Advocacy | 2018-01-01

Skyline Utilities

Recognized with the “Excellence in Customer Advocacy” award (2018) for outstanding team results.

Top Performer | 2012-10-01

Nexa Media

Awarded “Top Performer” (Q4 2012) for achieving the highest customer satisfaction score (98 %).

Outstanding Attendance | 2006-01-01

TeleCom Solutions Inc.

Recognized for “Outstanding Attendance” (2006) with 100 % punctuality.

Certifications

Certified Customer Service Professional (CCSP) | 2014-01-01

Customer Service Institute

Certified Retention Specialist (CRS) | 2017-01-01

National Retention Association

Six Sigma Yellow Belt | 2018-01-01

International Six Sigma Institute

Interests

Media & Technology | – Present

- Podcast production on media trends
- Open■source software contributions

Sports & Outdoors | – Present

- Basketball
- Hiking

Experience

Comcast

Customer Retention Specialist | 01 Jan 2020 – Present

Serve as primary point of contact for customers approaching the end of promotional periods, achieving 95 % satisfaction across 1,200+ monthly interactions. Apply consultative selling techniques to recommend appropriate bundle upgrades, resulting in a 15 % YoY reduction in churn for the assigned portfolio. Collaborate with Product, Billing, and Technical teams to resolve complex issues within the first call, maintaining a 98 % first-call resolution rate. Mentor a cohort of 4 newly hired agents, conducting weekly skill-building workshops that accelerated their time-to-productivity by 30 %. Lead a pilot “Self-Help Toolkit” project that decreased average handling time by 20 seconds per call and contributed to a 12-point uplift in Net Promoter Score (NPS) for Q3 2023.

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- Mentor a cohort of 4 newly hired agents, conducting weekly skill-building workshops that accelerated their time-to-productivity by 30 %.
- Lead a pilot “Self-Help Toolkit” project that decreased average handling time by 20 seconds per call and contributed to a 12-point uplift in Net Promoter Score (NPS) for Q3 2023.

Skyline Utilities

Retention Team Lead | 01 Jun 2016 – 01 Dec 2019

Managed a team of 6 retention specialists, setting daily/weekly targets and conducting performance reviews. Instituted a data-driven call-script revision process that boosted successful upsell conversions from 22 % to 34 % within six months. Developed a “Customer Pulse” survey program, feeding insights to product development and reducing complaint volume by 18 %. Recognized with the “Excellence in Customer Advocacy” award (2018) for outstanding team results.

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- Instituted a data-driven call-script revision process that boosted successful upsell conversions from 22 % to 34 % within six months.
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- Recognized with the “Excellence in Customer Advocacy” award (2018) for outstanding team results.

Skyline Utilities

Retention Analyst | 01 May 2013 – 01 May 2016

Analyzed churn patterns using SQL and Excel, identifying high-risk segments and recommending proactive outreach. Executed targeted retention campaigns that saved \$2.1 M in annual revenue. Provided technical troubleshooting for broadband outages, maintaining compliance with CPNI and PII standards.

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- Provided technical troubleshooting for broadband outages, maintaining compliance with CPNI and PII standards.

Nexa Media

Senior Customer Support Agent | 01 Feb 2010 – 01 Apr 2013

Delivered end-to-end support for streaming and digital TV products, handling an average of 150 calls per day. Awarded “Top Performer” (Q4 2012) for achieving the highest customer satisfaction score (98 %). Trained 12 junior agents on product knowledge and escalation protocols, improving team efficiency by 14 %.

- Delivered end-to-end support for streaming and digital TV products, handling an average of 150 calls per day.
- Awarded “Top Performer” (Q4 2012) for achieving the highest customer satisfaction score (98 %).
- Trained 12 junior agents on product knowledge and escalation protocols, improving team efficiency by 14 %.

Nexa Media

Customer Support Agent | 01 Jul 2007 – 01 Jan 2010

- Resolved billing inquiries, technical issues, and service cancellations with a 92 % first■call resolution rate.
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TeleCom Solutions Inc.

Customer Service Representative | 01 Jun 2005 – 01 Jun 2007

Provided telephone and email support for residential telephone services, achieving consistent “A■level” quality scores. Recognized for “Outstanding Attendance” (2006) with 100 % punctuality.

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Education & Training

Bachelor of Arts, Communications

University of Pennsylvania

01 Jan 2001 – 01 Jan 2005

Associate of Science, Business Administration

Community College of Philadelphia

01 Jan 1999 – 01 Jan 2001

High School Diploma

Sofia Central High School

01 Jan 1995 – 01 Jan 1999

Projects

Self■Help Toolkit | 01 Jan 2023 – 31 Dec 2023

Lead a pilot “Self■Help Toolkit” project that decreased average handling time by 20 seconds per call and contributed to a 12■point uplift in Net Promoter Score (NPS) for Q3■2023.

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- Contributed to a 12■point uplift in Net Promoter Score (NPS) for Q3■2023.

References

Available upon request

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