

ROBERT SMITH

Account Support Representative/Executive

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Obtain a challenging position within an organization where ability to explore new technologies while using skills and previous experiences to enhance team and build strong business relationships within the company while exceeding daily task expectations.

AUGUST 2006 - APRIL 2011

ACCOUNT SUPPORT REPRESENTATIVE/EXECUTIVE - ABC CORPORATION

- Handle customer inquiries, complaints, billing questions and requests for new services.
- Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions.
- Interface daily with the sales team, internal ordering, billing, disconnect, and repair departments to ensure customer satisfaction.
- Managed a high-volume workload within a deadline-driven environment.
- Consistently met performance benchmarks in all areas including but not limited to on-time performance, quality and absenteeism.
- Earned 100% marks in all categories including communication skills, listening skills, problem resolution, and politeness.
- Completed all training to stay updated on telecommunication laws that directly impacted position.

2003 - 2006

ACCOUNT SUPPORT REPRESENTATIVE - DELTA CORPORATION

- Responsible for 22 automotive accounts Order processing & follow-up Handling customer inquiries Coordinating administrative activities.
- Sold computer hardware and software to new and established accounts.
- Provided account support by answering incoming calls and taking overflow calls.
- Profiled unrepresented accounts to assist in increasing their business.
- Created roughly 50 security access accounts monthly for employees badges in a call center environment.
- Researched and resolved accounts payable discrepancies.
- Balanced monthly general ledger accounts to accurately record costs and month-end accruals.

EDUCATION

Accounting - (Phillips Business College - Lynchburg, VA)



SKILLS

Inventory management, Customer service , Sales, Forklift operator, Scheduling.