

ROBERT SMITH

Sr. Apac Customer Service

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SUMMARY

To understand Store is dedicated to delivering a customer experience thats unlike any other. It starts with you discovering customers needs. And with the support of your store team members, you match those needs with the right products

CORE COMPETENCIES

Customer service, Communication Skills, Product Knowledge, MS office.

PROFESSIONAL EXPERIENCE

Sr. Apac Customer Service

ABC Corporation - September 2001 – November 2004

Key Deliverables:

- To Close business Customer Service Agent Provided information about products and services.
- Took and record orders.
- Receive and process incoming phone calls from a customer or client base.
- Record details of customer transactions, inquiries, complaints and comments.
- Prioritize data entry daily to ensure customers needs were met.
- Collect deposits or payments.
- Arrange for billing.

Apac Customer Service

Delta Corporation - 1999 – 2001

Key Deliverables:

- CSR Answer incoming phone calls, explain benefits, refill prescriptions, and transfer to appropriate department if necessary.
- April 2010 - August 2010 My responsibilities included checking in and receiving product into inventory, delivering parts to multiple drops in the .
- Also had to work with vendors when the incorrect product was delivered to come up with solution that satisfied both parties involved and still get .
- CSR | Apac Customer Service.
- Took corporate escalated calls regarding customer complaints such as but not limited to fraud, collections, programming, and equipment problems.
- Investigate, evaluate and settle complaints, by applying technical knowledge and humane relation skills to affect fair and prompt disposal of cases .
- Provided satisfying customer service through resolving complaints to the customers satisfaction.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- Associate Of Arts In General Studies-projected - (Eastern Arizona College Thatcher - Thatcher, AZ)