

Appointment Scheduler I

ROBERT SMITH

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Objective

10+ years of experience as an Appointment Scheduler, an organized, motivated individual focused on delivering quality work, exceptional customer service with an ambition to grow within a company.

Skills

Customer Service, HVAC, Retail, Receptionist, Active Listener, Coordination, Clerical, Monitoring, Cold Calling, Team Player, And Complex Problem Solving.

Work Experience

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Bernardi Auto Group - August 2017 – Present

- Providing customers with repair cost estimates. Ensure that service consultants receive messages.
- Make service appointments if service consultants are unavailable, route appointment information to the appropriate service consultant.
- Collecting retail charges from the customer in cash, check or authorized charge account.
- Properly process and document charge purchases according to the policies established by the.
- Closing all internal repair orders promptly and route to billing clerk for processing.
- Filing accounting copies of repair orders and parts tickets, file hard copies of repair orders in customer service files.
- Proficient in making telephone calls in order to secure appointments for meeting with potential clients.

Concession Stand Worker

TD Garden - March 2008 – July 2017

- Interact with customers, take orders and serve snacks and drinks assess customers needs.
- Check customers identification and confirm it meets legal drinking age restock and replenish bar.
- Understand the implications of new information for both current and future problem-solving and decision-making.
- Without the scheduling, the agents would have considerably fewer leads thus less business.
- Talking to owners of businesses, people skills.
- Working under pressure, and maintaining focus for long periods of time. Also staying organized is a large portion of my duties.
- Contact potential business members to assist with scheduling informative meetings regarding health insurance.

Education

Certification in HVAC - 2011(Kaplan Career Institute - Charlestown, MA)High School Diploma in General Education - 2005(Hyde Park High School - Hyde Park, MA)