

ROBERT SMITH

Assistance Coordinator/Executive

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SUMMARY

Highly motivated individual seeking long term employment in an organization that promotes aptitude for customer service while further developing professional skills and talent for learning. Responds to inquiries and follows-up on communications. Communicates with members, sponsors, or other external customers, answering questions and providing information.

SKILLS

Excellent Problem-Solving Skills, Ability to Utilize Scheduling and Spreadsheet Software.

WORK EXPERIENCE

Assistance Coordinator/Executive

ABC Corporation - January 2013 – May 2014

- Received and recorded requests for emergency road services from automobile club members.
- Dispatched tow trucks or service vehicles out to stranded customers vehicles after verifying insurance policy coverage.
- Pinpointed location as accurately as possible using maps & information they give.
- Received & dispatched calls in a timely manner.
- Able to more accurately pinpoint the location of customers not sure of their location.
- Received monthly incentives for productivity & adherence to schedule.
- Showed empathy when needed.

Assistance Coordinator

Delta Corporation - 2008 – 2013

- Dispatched assistants to the general public.
- Answered customer inquiries; located stranded motorists and dispatched local service providers to assist with general services, such as towing, .
- Contributed excellent scoring on random Quality Assurance inspections Skills Used Critical Thinking Problem-Solving skills Typing Coordinating Map .
- Effectively managed high-volume of inbound/outbound customer and employee calls Oversaw call center employees to ensure customer customer .
- Receive and process all domestic and international inbound and outbound customer requests for medical or travel assistance or other services via .
- Received training in the six steps of mediation; promote open communication, diversity, and peaceful resolution of conflict among fellow students.
- This is Dummy Description data, Replace with job description relevant to your current role.

SCHOLASTICS

- Diploma 1992 in Clerical and Office Procedures - (G.W. Carver High School - Columbus, GA)