

# ROBERT SMITH

## Assistant Librarian II

[info@qwikresume.com](mailto:info@qwikresume.com) | <https://Qwikresume.com>

Detail-oriented Networking Technician with extensive experience in telecommunications, retail and customer service that can troubleshoot highly technical issues with ease and patience.

### OCTOBER 2000 - SEPTEMBER 2004

#### ASSISTANT LIBRARIAN II - ABC CORPORATION

- Responsible for providing general administrative support, including screening and routing telephone calls, mail and faxes, organize and maintain project files, drafting correspondences, purchase orders.
- Duties included committee work, research digital reference, provide hardware and software support and train patron to utilize windows 98.
- Demonstrated professionalism and courtesy with customers at all times.
- Identified and solved technical issues with a variety of diagnostic tools.
- Created cases and claims for damaged, lost or displaced packages.
- Resolved problems with malfunctioning products.
- Conducted research to address customer concerns.

### 1995 - 2000

#### ASSISTANT LIBRARIAN - ABC CORPORATION

- United States Supervisor Joi Myers - (931)216-1186; Contact Yes Duties Excellent customer service.
- Keen attention to detail.
- Collected fines and handled money.
- Inventoried books and DVDs.
- Filed, organized, and alphabetized inventory.
- Input customers and inventory information into computer.
- Cleaned and organized library space..

## EDUCATION

Bachelor in Business Information System - (Ashford University)

## SKILLS

Microsoft Office, Patterson Eaglesoft Software.