

Robert Smith

Jr. Bilingual Customer Service

PERSONAL STATEMENT

Seeking to obtain a position with an organization that can utilize skills and experience to enhance their productivity.

WORK EXPERIENCE

Jr. Bilingual Customer Service **ABC Corporation - February 2008 - September 2011**

Responsibilities:

- Answer phone calls in English and Spanish regarding Insurance questions on their Policies.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions, are taken.
- Check to ensure that appropriate changes were made to resolve customers problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Resolve customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

Bilingual Customer Service **ABC Corporation - 2006 - 2008**

Responsibilities:

- Assisted customers with billing inquire.
- Advise customers on conservation energy tips.
- Gave customers extensions to help pay used electricity.
- Validated receipts.
- Validated APS receipts.
- Assisted customers with discounts and deferred payment plans.
- Processed payments Took credit card payments.

Education

High School or Equivalent in General - 1995(Steinmetz Academic Centre High School - Chicago, IL)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Bilingual, Computer Skills, Customer Service, Licensing Insurance Agent.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)