

ROBERT SMITH

Sr. Business Service Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

To obtain a position in an organization that seeks a highly accomplished and motivated Customer Service Professional, with a proven track record of rapport-building, resourceful problem-solving and communication skills.

CORE COMPETENCIES

Customer Service , Management, Organizational Development, Data Entry, Training & Development, Problem Solving.

PROFESSIONAL EXPERIENCE

Sr. Business Service Representative

ABC Corporation - September 2002 – May 2007

Key Deliverables:

- Developed sales techniques for participation of products and services.
- Actively promote the company and the value of its products & services.
- Interact with business customers issue orders, analyze accounts to resolve billing inquiries, and negotiate payment options and deposits.
- Interface with both internal and external customers in a diplomatic manner.
- Effectively utilize resources, i.e.
- computer systems, Word, Excel, Outlook, SAP and phone equipment.
- Diffused customer escalations.

Business Service Representative

Delta Corporation - 1999 – 2002

Key Deliverables:

- Responded to customers questions via telephone and written correspondences regarding their private and employer sponsored Anthem insurance benefits, .
- Analyzed problems and provided solutions.
- Received or sent via fax or email any needed documentation needed for claims processing, including information relating to; medical documentation, .
- Thoroughly documented customer inquiry outcomes.
- Assist in the development and implementation of 10 - 12 events per month for employers and job seekers Cultivate a working relationship with Michigan.
- Building new hire classes in employee systems, managing recurrent training for Ramp Service Employees, creating and reporting ad hoc reports.
- Accurately completes computer data entry Obtains Consent for Medical Treatment and Release of Medical Records Information.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- Diploma - 2009(Texas Southern University)