

Robert Smith

Lead Business Service Representative

PERSONAL STATEMENT

A sales and customer service professional with an impressive 13-year track record of success, providing swift resolutions to customer needs, requests, and complaints, ultimately gaining trust and loyalty.

WORK EXPERIENCE

Lead Business Service Representative **ABC Corporation - February 2000 - June 2011**

Responsibilities:

- Handled customer inquiries, complaints, billing questions and payments/extensions, and services requested.
- Managed a high volume workload within a deadline-driven environment.
- Made service changes, recommended service options and scheduled installations for phone, fax, and computer lines.
- Provided detailed and accurate accounts of customer calls for prevention of future audit issues.
- Consistently met or exceeded supervisor expectations.
- Consistently met performance benchmark in all areas (speed, accuracy, volume).
- Cross-sold services on 100% of calls, upgrading customers on national service plans, international calling plans, and phone/internet packages.

Business Service Representative **Delta Corporation - 1995 - 2000**

Responsibilities:

- Responsible for establishing contact and obtaining recruitment opportunities.
- was to serve the customer, while achieving maximum satisfaction.
- Was also held responsible to use my sales skills, to guarantee that the customer was experiencing all that PNC has to offer.
- Handled all aspects of customer/patient interfacing using multi-line phone system Transitioned over 10,000 paper charts to a state of the art .
- Technical Support Rep II Customer Service for Business Customers Established telephone service, long distance- and international service, internet .
- Assisted customers with billing questions and set up appointments with technicians for service and repair.
- Viewed as exceptional team player.

Education

General Education - 2004(Milwaukee Area Technical College)

CONTACT DETAILS

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Alabama
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SKILLS

Telecommunications,
Project Manager,
Training Telecom.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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