

# ROBERT SMITH

## Business Service Representative II

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Currently not job searching due to accepting a job offer for part time work. Results-driven Customer Support Specialist with valuable expertise as a call center specialist, service representative, system support, business process, formatting business rules, documentation support and excellent customer contact skills.

### 2009 - 2011

#### BUSINESS SERVICE REPRESENTATIVE II - ABC CORPORATION

- Manages high-volume workload within a deadline-driven environment.
- Resolves an average of 400 inquiries in any given month and consistently meets performance benchmarks in all areas (speed, accuracy, promptness).
- Provides courteous and professional customer service to both internal and external customers.
- Consistently scores 100% on customer satisfaction surveys.
- Handles and accesses business accounts that bring in revenue of up to monthly with high levels of security.
- Evaluates and analyzes problems at hand, assisting with resolving customers issues with both devices and software.
- Follows-up on customer inquiries for complex request.

### 2010 - 2012

#### BUSINESS SERVICE REPRESENTATIVE - DELTA CORPORATION

- Assist business clients with questions regarding their particular service needs, along with providing information regarding billing and technical .
- Provided customer care for Cingular (now AT&T Wireless) business customers including billing, service, new equipment order, and Tier 1 tech support.
- Utilized as Subject Matter Expert regularly starting on the second day out of training.
- Trained in the use of the Witness call monitoring system and the Quality Assurance process Assist teammates with researching and resolving customer .
- Responsible for knowledge of several internal and client systems.
- Research and develop relationships with local and newly developing businesses in an assigned territory Use promotional resources to Educate .
- Work with other Business Service Representatives to report and develop strategies to educate business on the availability of Government Grants Liason .

## **EDUCATION**

Bachelor of Science in Business Administration - (University of Louisiana at Lafayette - Lafayette, LA)

## **SKILLS**

Microsoft Office, Develop Marketing Proposals For Segmented Client Base, Complete Home Equity Line Of Credit Closings, Initiate Credit Card Terminals, Notary Public.