

# Call Agent/Consultant

## ROBERT SMITH

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### Objective

To obtain a challenging position in your company that will allow me to grow and utilize my skills and abilities. Ability to work independently or in a team environment Possess versatile job skills and easily adapt to situation Learn new job responsibilities quickly Highly productive and organize individual.

### Skills

Real Estate, Program.

### Work Experience

#### Call Agent/Consultant

**ABC Corporation** - October 2008 - April 2009

- Conduct analysis and troubleshooting over the phone for customers.
- Provide advanced technical support on operation or maintenance of personal computers.
- Remain knowledgeable of service offerings, current industry products, and technology.
- Answer telephones and respond to customer requests and Provide customers with product and service information.
- Deal with customers, other technical advisors, supervisors, & multiple other companies.
- Built customer loyalty by educating them and calmly and courteously defusing concerns.
- Informs clients by explaining procedures; answering questions; providing information.

#### Call Agent

**ABC Corporation** - 2004 - 2008

- Took inbound calls.
- A customer contacted me after signing up with Century Link for a special rate but failed to complete the transaction, I then explained how to complete the transaction to retain the special rate which was signing up for a direct deposit from their bank to pay their bill.
- The result was an educated customer satisfied that they will be billed at the appropriate amount.
- Have experience with automated systems and private accounts, dealing with restricted information like credit card numbers and social security numbers.
- Have helped with training new agents whom are now successful on the phones.
- Achieved top performer in January after only a few weeks on the phones.
- Toads Fun Zone.

### Education

- (Arkansas High School Texarkana - Texarkana, AR)