Robert Smith

Customer Service Call Center Representati

CONTACT DETAILS

1737 Marshville Road, Alabama
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PERSONAL STATEMENT

Positive Individual who goes above and beyond basic administrative tasks and takes on multiple projects at once. Excellent work ethic and strength in boosting company morale. As well as being quality-focused, and committed to approaching administrative tasks with tenacity and attention to detail.

WORK EXPERIENCE

Customer Service Call Center Representative

ABC Corporation - December 2013 – March 2014

Responsibilities:

- Gathered and verified all required customer information for tracking purposes.
- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched and resolved customer service issues.
- Mastery of customer service management systems and databases.
- Evaluated consumer reports on a monthly basis.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Identified chronic customer issues by creating and maintaining customer complaint log.

Call Center Rep

ABC Corporation - 2008 – 2013

Responsibilities:

- Assisted customers with their queries and problems by phone and e-mail
- Established and maintained contacts with new and existing customers as per the direction of the supervisor
- Forwarded important and serious matters to the seniors
- Transferred urgent calls to the required departments quickly and accurately
- Entered and updated new customer details in the customer relationship management software according to administrative guidelines
- Achieved set targets of the firm by the stipulated deadline
- Ensuring Customers Satisfaction

Education

Associate of Applied Science in Human Services - (College Of DuPage - Glen Ellyn, IL)

SKILLS

SAP, Mricrosoft Excel.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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