Customer Service Call Center Technician

ROBERT SMITH

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Objective

Friendly and enthusiastic Call Center Technician with seven years of specialization in customer service. Able to learn new tasks quickly and proficient in growing key customer relationships. Represent establishment with friendly, professional demeanor at all times.

Skills

Active Listening, Reading Comprehension. Time Management. Critical Thinking Judgment And Decision Making Administration And Management Troubleshooting Service Orientation.

Work Experience

Customer Service Call Center Technician

ABC Corporation - May 2012 – August 2015

- Used computers for various applications, such as database management or word processing.
- Answered telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Created, maintained, and entered information into databases.
- Operated office equipment, such as fax machines, copiers, or phone systems.
- Made copies of correspondence or other printed material.
- Managed projects or contribute to committee or teamwork.
- Learned to operate new office technologies as they are developed and implemented.

Call Center Technician

Delta Corporation - 2009 – 2012

- Use computers for various applications, such as database management or word processing.
- Perform payroll functions, such as maintaining timekeeping information and processing and submitting payroll.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Create, maintain, and enter information into databases.
- Operate office equipment, such as fax machines, copiers, or phone systems.
- Complete forms in accordance with company procedures.
- Make copies of correspondence or other printed material.

Education

Aerospace Medicine Supervisor - 1972(USAF Correspondence - Chicago, IL)

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