

ROBERT SMITH

Sr. Call Representative

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

Willing to work in a dynamic, challenging and growth oriented Company that allows me to utilize my knowledge and experience to contribute for the growth of the organization. Highly creative, recognized as a results-oriented and solution-focused individual. Areas of strength include: Accounts Payable Problem Collections.

EXPERIENCE

Sr. Call Representative

ABC Corporation - JANUARY 2015 - MARCH 2015

- Fielded an average of 200 customer service calls per day.
- Recommended and helped customers select merchandise based on their needs.
- Exchanged returned merchandise for customers quickly and efficiently.
- Confirmed that appropriate changes were made to resolve customers problems.
- Exercises sound judgment in issuing credits and making exceptions to customer policies to maintain high levels of customer satisfaction.
- Informed customers about sales and promotions in a friendly and engaging manner.
- Handled 300 calls per day Skills Used Perfect attendance record MS Office proficient Basic clerical knowledge.

Call Representative

ABC Corporation - 2010 - 2015

- I made follow up calls to verify signatures from petitions turned in by canvassers to make sure that they werent forged and to also assure that signers werent forced to sign any petitions.
- I had a good impact.
- A lot of call reps werent taking their jobs too seriously, they would call and hangup just to get their dial number up.
- Always came in with a great attitude ready to work and do my job properly.
- Skills Used I used basic people skills.
- Had to be very clear and direct verbally to assure that they understood the purpose of the phone call.
- Patience and time management was also a big factor because it was hard for some people to comprehend so Id have to break it down for them but you only had so much time to make the amount of phonecalls you are assigned so you couldnt spend too much time on one call.

EDUCATION

- N/A in Criminal Justice - 2015(University of Omaha - Omaha, NE)

SKILLS

First Aid And CPR Certified.