

ROBERT SMITH

Captioning Assistant III

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To grow within an expanding company that is able to utilize leadership and interpersonal skills while obtaining the knowledge necessary to excel within position.

OCTOBER 2014 - 2020

CAPTIONING ASSISTANT III - CAPTEL INC

- Provide live telephone captioning for the deaf and hard of hearing community.
- Maintaining accuracy and speed during conversations.
- Monitoring technical issues on calls and reporting to appropriate staff.
- Proper caption corrections as needed during customer conversations.
- Consistently generated additional revenue through skilled sales techniques.
- Properly directed inbound calls in phone queues to improve call flow.
- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

2009 - 2014

CAPTIONING ASSISTANT - DELTA CORPORATION

- Provide Customer Service.
- Answer phone calls.
- Provide captions through headset using voice recognition software.
- Translated conversations into script by typing.
- Captioning verbatim every call well maintaining customer confidentiality.
- Provided quick and accurate captions for telephone conversations of Captioned Telephone clients using voice recognition.
- Telecommunications Services I provided quick and accurate captions for telephone conversations of captioned telephone clients using voice recognition .

EDUCATION

Business - 2012(BRYANT AND STRATTON COLLEGE - Milwaukee, WI)

SKILLS

Strong Analytical, Mathematical And Computer Entry Above Average Written And Verbal Communication Skill.