

ROBERT SMITH

Jr. Captioning Assistant

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SUMMARY

Detail oriented professional who is well organized and proficient at multitasking. possess an excellent customer service aptitude, including outstanding interpersonal and communication skills. Also a quick learner who can rapidly retain information as well as a team player who can easily establish good rapport and trust.

CORE COMPETENCIES

Customer Service, Retail, Telecommunications.

PROFESSIONAL EXPERIENCE

Jr. Captioning Assistant

ABC Corporation - December 2014 – November 2015

Key Deliverables:

- Processed calls immediately with high standard of quality.
- Followed all call confidentiality guidelines.
- Attended various staff and informative meetings.
- Received perfect call monitor scores Passed all monthly assessments of quality/handling standards Maintained monthly adherence scores of 95 percent or higher Skills Used Maintained a speed of 130 wpm with less than 2 percent error rate.
- Captioned all calls verbatim for entire duration.
- At CSD Lubbock my job was to successfully caption calls for the deaf & hard of hearing.
- Also, correcting any mistakes made while Captioning the calls.

Captioning Assistant

Delta Corporation - 2011 – 2014

Key Deliverables:

- Processed calls immediately with high standard of quality.
- Captioned all calls verbatim for the entire duration of call.
- Received perfect call monitor scores.
- Passed monthly assessments of quality/handling standards.
- Followed all call confidentiality guidelines.
- Maintained monthly adherence scores of 95 percent or higher.
- Attended various staff and informative meetings.

EDUCATION

High School Diploma - (School of Information Technology - Milwaukee, WI)

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