

ROBERT SMITH

Associate. Cast Member

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Qualified customer service representative. Personable and professional under pressure. Motivated customer service specialist with retail experience in a fast-paced, team-based environment. A representative excelling at customer satisfaction and retention.

EXPERIENCE

Associate. Cast Member

ABC Corporation - DECEMBER 2011 - MAY 2013

- Politely assisted customers in person via telephone.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Contacted customer to follow up on purchases, suggest new merchandise and inform them about promotions and upcoming events.
- Learned, referenced and applied product knowledge information.
- Achieved sales goals and service performance requirements for customer sales.
- Helped drive sales goals and achieve monthly quotas.

Cast Member

Delta Corporation - 2008 - 2011

- Operated camera and recorded live in-studio productions.
- Prepared interview packages for later broadcast.
- Watched and recognized security risks and thefts.
- In charge of making sure guests from all over the world for customer service experience.
- Recognized for top transactions during a dinner rush of over 1,000 guests.
- Performed and wrote sketch and musical comedy.
- Built long-term customer relationships and advised customers on purchases and promotions.

EDUCATION

- High School Diploma - (Highlands Academy Of Arts And Design - Sacramento, CA)

SKILLS

Creative Writing, Inventory Management, Editing, Direct Marketing, Leadership.