ROBERT SMITH

Catalog Associate

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A determined and hardworking individual. I have excellent communication skills, telephone techniques and proficient with internet. I am reliable and always keep a positive attitude. I have the ability to learn quickly and dedicated to insuring a high level of customer service at all times. I am detail-oriented and work effectively with others.

OCTOBER 2001 – JULY 2002

CATALOG ASSOCIATE - ABC CORPORATION

- Ensured that orders are placed on time with adequate stock levels to meet demand; organize inventory according to order status.
- Developed and maintained the catalog by collecting product information, pricing information, and images throughout the product lifecycle.
- Built a catalogue that reflects current trends in product categories.
- Built strong relationships with customers through e-mail marketing campaigns and in person visits to stores.
- Answered customer questions about products through live chat, FAQs and emails.
- Provided technical support to customers who have questions about products on their website or in stores.
- Provided technical support for our online store as needed.

1999 – 2001

CATALOG ASSOCIATE - DELTA CORPORATION

- Orders, switchboard, and customer service, organized the department, helped with credit card problems, and checked in orders.
- Provided customer service by assisting with placing store catalog orders Shipped and received merchandise Followed register closing procedures and .
- Catalog Support.
- Involved in placing orders, order pickups and returns.
- Worked with computers, phones, customers, refunds, orders, and more.
- Used the Internet daily.
- Online orders and issues.

EDUCATION

MS

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SKILLS

Call Center, Patient Scheduling, Switchboard.