

ROBERT SMITH

Chat Representative

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To help individuals meet their goals, as well as businesses, while fostering win-win results by naturally being intuitive, compassionate, sincere, and integral. I believe in integrity, diversity, and personality, as every customer/business should receive an accurate and efficient experience.

NOVEMBER 2014 - JANUARY 2015

CHAT REPRESENTATIVE - ABC CORPORATION

- Simultaneously provided customer service to Nike.com customers via chat, handling multiple chats at once.
- Resolved customers inquiries regarding refunds, their account membership, having not received a package, and most importantly, providing excellent customer service.
- Employed who received the most customer survey feedback.
- Able to problem-solve and have a personality that left customers who I spoke or chatted with feeling at ease by the end of the conversation.
- Serviced inbound customer inquiries of diverse nature using the Salesforce chat communication platform.
- Conducted follow-up communications with customers regarding multi-step processes and/or advanced requests.
- Communicated and serviced customer inquiries using other mediums such as outbound calls to the customer or via the secure message center.

2010 - 2014

CHAT REPRESENTATIVE - DELTA CORPORATION

- Answered live chat conversations for people with questions about the products.
- I received multiple customer service compliments from customers about my professionalism as well as my helpful attitude.
- Grand Junction, CO Worked in collections Worked on the phones my first year, then was promoted to chat representative.
- Identify & solve customers billing issues Identify & solve customers device and service issues Ensure customer account is properly notated .
- Part of special team that answered device and technical questions for agents.
- Maintained 96% Quality Assurance score.
- Got promoted within Online banking to Chat representative online.

EDUCATION

GED

SKILLS

Proficient Typist; Creative Writing; Reading Engineer Machine Blueprints For Microscopic Parts; Communication; Compassion; Integrity; Prompt; Intuitive To People's Needs In Any Situation.