

Robert Smith

Connection Center Associate II

PERSONAL STATEMENT

Motivated, fast-learning, Bilingual, customer service specialist, experienced in telecommunications, with a highly effective communication style and detail-oriented technical skills, along with the ability to learn concepts quickly.

WORK EXPERIENCE

Connection Center Associate II

ABC Corporation - April 2007 - April 2008

Responsibilities:

- Managed a high-volume of inbound and outbound customer calls.
- Opened new customer accounts.
- Wrote sales slips and sales contracts.
- Demonstrated knowledge of HIPAA Privacy and Security Regulations by appropriately handling patient information.
- Placed special merchandise orders for customers.
- Contacted other store locations to determine merchandise availability.
- Received and processed cash and credit payments for in-store purchases.

Connection Center Associate

Delta Corporation - 2003 - 2007

Responsibilities:

- Assisting customers with the selection of cell phones and service providers while keeping the customers needs in mind.
- Accurately processing credit checks and setting up new accounts while following all company policies.
- Documenting all transactions and relaying monthly sales to appropriate representatives.
- Assisted customers with order placing Identified potential sales and cross-selling opportunities.
- Assist Sams Club Members with purchasing wireless service, upgrades, and accessories from multiple wireless carriers.
- Educate Members about carrier promotions and Sams Club pricing in order to promote the Connection Center and increase sales.
- Perform daily inventory counts, pricing and merchandising refreshes, and prepare sales reports.

Education

Bachelor's in Assistant - 2010(Vance Granville Community College - Louisburg, NC)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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SKILLS

Bilingual, Management,
Appointment Setting.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)