

# Consumer Relations Representative

## ROBERT SMITH

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### Objective

Community Relations Representative with two years and six months of experience in supporting elderly with intellectual and physical disabilities. Accomplished in providing self care needs as well as planning and going out to community activities.

### Skills

Customer Service, SAP, AS400, Microsoft Office, Answering Phones.

### Work Experience

#### Consumer Relations Representative

**ABC Corporation** - September 2012 - July 2014

- Managed telephone calls professionally, efficiently and with good communication skills.
- Initiate required action for response to customer service requests for order changes and communicates changes to appropriate personnel/departments.
- Answered customer questions, complaints and concerns immediately, and facilitate satisfactory resolution.
- Communicated with sales representatives, buyers, regional managers, and distribution centers as necessary.
- Answered consumer phone calls and emails and assist them with resolving defective product inquiries and product knowledge questions.
- Issue our Corporate Exchange Information and Retailer Defective Allowance information to consumers via email.
- Processed daily paperwork from opened packages and input information into AS400.

#### Consumer Relations Representative

**Delta Corporation** - 2009 - 2012

- Job included responding and assisting consumers of American Tourister products, using IBM DisplayWrite.
- Tasks entailed retaining documents and work with Retail and Marketing Development.
- Proficiency Microsoft Publisher and Microsoft Word Electronic Medical Records and CIS.
- Mastered the function and production of each product in order to assist customers.
- Listened to customers difficulties and create solutions for individual needs.
- Trained new employees in product knowledge and customer interaction.
- Handle delivery and service calls for the furniture department.

### Education

Bachelor of Science in Criminal Justice Administration - (National University)