

# Robert Smith

## Asst. Contact Center Specialist

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Address: 1737 Marshville Road, Alabama

### SUMMARY

Dedicated Desk Support I-Tier who provides exceptional customer service through active listening and problem solving. Desk Support I-Tier who maintains a high level of professionalism, patience and efficiency.

### SKILLS

Leadership, Collections, Sales, Customer service.

### WORK EXPERIENCE

#### Asst. Contact Center Specialist

ABC Corporation - November 2012 - October 2013

- Provides superior customer service and solutions in an efficient manner and timeframe.
- Offers appropriate needs-based sales options and recognizes cross-sell opportunities to increase customer satisfaction and enhance customer relationship.
- Strong customer services focus on the ability to resolve routine customer complaints in an accurate and efficient manner.
- Ongoing training and briefing activities are provided to ensure awareness of changes in products and services.
- Processes transactions; accurately recording and updating actions and outcomes.
- Accurately completes all customer follow-up work.
- Maintain knowledge of products, services, and promotions to achieve business line goals.

#### Contact Center Specialist

ABC Corporation - 2009 - 2012

- for the company.
- Responsible for handling inbound customer and patient calls pertaining to billing.
- Required to ask information based on HIPA laws.
- Take patient bill payments over phone.
- Use Epic programming for physician billing and Medipac for hospital billing..
- This is Dummy Description data, Replace with job description relevant to your current role.
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### EDUCATION

GED - 2004(Woodland High School - Wilkins Township, PA)