

Robert Smith

Contact Service Representative

PERSONAL STATEMENT

Highly motivated, experienced, and passionate candidate seeks to further a career in a Contact Service Representative position that can utilize my technical skills and management knowledge to benefit mutual growth and success.

WORK EXPERIENCE

Contact Service Representative

ABC Corporation - November 2014 - 2015

Responsibilities:

- Served as the first point of contact for taxpayers and their representatives seeking information regarding their income tax return.
- Provided information to the public telephonically to explain refunds, offsets, and tax bills.
- Provided technical assistance to individuals primarily through telephone interaction in a dynamic call center environment.
- Addressed a wide range of issues/problems that require unique solutions.
- Applied the tax code to assist taxpayers in understanding and meeting their tax responsibilities.
- Secured, analyzed, and protected sensitive personal and financial information.
- Resolved entity creation issue for customers.

Contact Service Representative

Delta Corporation - 2010 - 2014

Responsibilities:

- hours/week) (Full-time) As a Contact Service Representative, I providing both information and counseling to taxpayers by communicating over the phone,.
- Spend a majority of the time training in tax law, and I am well-versed in processes that need to be followed in order to remedy most tax issues, .
- Trouble-shoot more complex tax issues, particularly when the tax-indebtedness was more than \$100,000 USD.
- Communicated, in a professional manner, and in laymans terms, the complicated tax protocol which is needed for compliance.
- Provide technical assistance to individuals and/or businesses primarily through telephone interaction in a dynamic call center environment, and/or.
- Answer phones Adjust accounts Research tax laws and procedures.
- Provided friendly and competent customer service to taxpayers and other authorized parties while upholding the integrity of the agency Resolved complex.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Clerical, Customer Service, Safety, And Security.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

G.E.D