

ROBERT SMITH

Contact Service Representative

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As a Contact Service Representative, responsible for Answering questions about product warranty or terms of sale, and also Coordinating with the team's contracts administrator for creating a purchase order, etc.

JUNE 2007 - JANUARY 2009

CONTACT SERVICE REPRESENTATIVE - ABC CORPORATION

- Answered inbound sales and customer service calls, promote NapaStyle products and services, research, and resolve complaints to ensure customer retention and satisfaction.
- Resolved most customer situations without guidance.
- Upsold the Wine Club, offer memberships, and advice on types of wines and pairing.
- Provided follow up service when new wines were introduced monthly.
- Took the initiative to provide solutions, process orders, respond to customer service emails.
- Followed through on all tasks, customer inquiries.
- Ability to orally communicate clearly, concisely, and effectively with individuals representing widely divergent backgrounds and who may be upset, hostile, or unreceptive.

2003 - 2007

CONTACT SERVICE REPRESENTATIVE - DELTA CORPORATION

- Assist customers with questions Handle customer complaints File applicable documentation.
- Assist Taxpayers with concerns about any of their tax returns or paperwork.
- Work Tax returns from previous years that had been amended by Tax Payer.
- Answer phone calls from Taxpayers concerning taxes and balances owed.
- Resolve any problems that could be handled over the phone for the Taxpayer.
- Billing for our season passes, and I also do reservations.
- Promoted twice, and am part of helping train the new hires.

EDUCATION

GED

SKILLS

Self Control, Patience, Good Communication Skills.