# Customer Advisor

# ROBERT SMITH

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## Objective

An experienced administrator with knowledge of business practices. A good communicator, who has demonstrated a high degree of initiative and self-motivation, enjoyed the challenges of a busy and demanding environment.

## Skills

Powerpoint, microsoft office.

## Work Experience

### Customer Advisor

**ABC Corporation** - August 2009 – July 2012

- Responding to or initiating contact with customers with the aim of attending to customer needs through inbound or outbound connections within the defined parameters.
- Handling customer complaints and needs with the approved level of service and urgency to enhance customer satisfaction.
- Handling all customer interactions via phone or email with professionalism and efficiency.
- Educating customers on MTNs products and services Handling escalations as deemed appropriate.
- Creating customer loyalty and retention through up sell and cross-sell during customer interactions.
- Utilizing appropriate Customer Support systems, databases, processes, policies, and procedures to support work.
- Gained very good interpersonal and organizational skills.

### Customer Advisor

**ABC Corporation** - 2006 – 2009

- Conducting customer account reviews.
- Selling various products accounts, loans life insurance etc.
- Working on the customer counter dealing direct to the public to aid with problem solving.
- Working as a cashier (customer service driven).
- Recognising customer needs, both face to face and cold calling.
- Involved in daily team meetings providing ideas on selling and customer relations.
- Balancing tills and the safe..

## Education

Certificate in Health Information Management Systems - (Metropolitan Community College)

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