

Customer Agent

ROBERT SMITH

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Objective

Professional, motivated, and dedicated individual focused on continuous growth in an environment that allows utilizing managerial, interpersonal, communications, and customer service experience. Seeks to obtain a position in which one can utilize education, skills, and experience.

Skills

Operation Of Machine Tool Equipment, Calibration Of Measurement Gauges, Filling Out Documentation Iso Compliance, Microsoft Office.

Work Experience

Customer Agent

ABC Corporation - March 2015 - June 2015

- Answered various calls all day in the customer service department for Mortgage loans.
- Every call, all agents obligated to say opening script with a positive attitude stating who the customer is calling, who they are speaking to, and ask what they need to be assisted with.
- After confirming what customer needs to be helped with, verified every person asking for social security, name on the account, and mailing zip code.
- Transferred over customers going through bankruptcy, foreclosure, or hardships.
- Assisted customers with over the phone payments.
- Help existing and new customers go step by step through online account methods available to customers.
- Send out Lien documents, 1098 / 1099 cc forms, billing statements, Paid in Full letters, Payoff quotes, and other mortgage documents via email, fax, or mail upon customer request.

Customer Agent

Delta Corporation - 2012 - 2015

- Take inbound calls to submit trouble tickets for large PBX systems for hotels and businesses.
- Direct calls to correct departments.
- Conducted sales call with existing and new customers Identified customers needs and preferences Provided current product.
- Department of Education (EDS) Montgy, AL Using information provided by the caller provided comprehensive Loan programs, and Educational Benefits.
- Adhering strict policies and procedures allocated Customer issues, concern, and correspondence using company software to insure data information.
- Website help desk, and on-site assistance.
- Provided customer service Handled high level of incoming calls Transferred calls to the correct interpreter Entered patient information into database.

Education

