

ROBERT SMITH

Customer Agent

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SUMMARY

Seeks to obtain a permanent job that places them back in the manufacturing/machining environment. Hopefully in a place that allows advancement and growth in a company.

SKILLS

Exercise Therapy, Social, Leisure Education, Youth Activities Programming, Assembly/Repair, Customer Service, Public Relations, Advertising, Point of Sale, Crisis Management, Parks & Rec. Management, General Laborer.

WORK EXPERIENCE

Customer Agent

ABC Corporation - April 1991 – April 2001

- Trained new employees on company procedures, customer service.
- Met corporate average of handling a call in 45 seconds.
- Documented calls in the computer database; data entry.
- Served on quality assurance and peer review committees.
- Maintained up-to-date knowledge of state policies regarding changes in legislation pertaining to motor vehicles.
- Cross-trained in drivers license issuance, title & registration issuance, and insurance compliance and provided back-up for other customer agents when needed.
- Served as the branches only bilingual Spanish/English customer agent.

Customer Agent

Delta Corporation - 1990 – 1991

- Incoming calls from customers to book space for freight forwarders or companies.
- To provide customer care service to the customers mainly originating.
- The position also required the facilitation of over the phone payment processes.
- Customer service, processing applicants for drivers license, and state identification cards, processing title and registration for.
- Responsible for placing international calls for major companies, complete calls for customers, represent Sprint as an efficient customer service.
- Contributed to the goals of the business with high efficiency and customer satisfaction scores of 100% in both fields.
- Updates job knowledge by participating in educational opportunities; reading professional publications.

SCHOLASTICS

- Certificate in Class A Truck Driving - (Ringling Brothers Barnum & Bailey Clown College - Winona, MN)