

ROBERT SMITH

Customer Agent

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A detail-oriented and hard-working individual with strong working skills and the ability to learn concepts quickly. The immediate object is to work for the progress of the company and to establish in this work world eventually.

EXPERIENCE

Customer Agent

ABC Corporation - NOVEMBER 2007 - JUNE 2014

- Received and processed incoming phone calls for clients, which includes obtaining, entering, and verifying customer information (e.g. names, addresses, credit card numbers, etc.).
- Answered questions, resolved issues, provided customer service, adhered to scripts, and attempting to make up-sells.
- Ensured that calls are processed in strict adherence to established policies, procedures, and quality standards, as well as any federal laws and regulations.
- Successfully complete initial on-the-job training, as well as any new product or on-going training.
- Process incoming calls manually in the event of computer system failure; and ensure quality or customer issues are escalated using an established procedure and brought to resolution (e.g., chat, email, message boards, phone, etc.).
- Accurately completed customer transactions Processed orders by credit card, checks confidentially Open lines of credit for customers who qualified.
- Processed accounts receivable/payable.

Customer Agent

Delta Corporation - 2006 - 2007

- Educate ACCU-CHEK customers with products (blood glucose monitors and lancets) and provide quality customer service as well as some technical support .
- Tagging the customers luggage and checking identification upon arrival Skills Used Great customer service skills and team work.
- Phone Support for Directv Clients Tech Support for Directv Clients.
- Receive source data such as customer names, addresses, phone numbers, credit card information, social security numbers, birthdates, and credit scores,.
- Able to set up laptops, headphones, microphone, Skype, and other chat client service to converse with customers and forward calls to supervisors Try .
- Tailored and adapted products and services based on customer needs

Improved customer ratings by 50% Developed effective relationships with all call .

- Assisted hundreds of customers per day with all of their calling needs.

EDUCATION

- AS in business - 2014(georgia perimeter college - Clarkston, GA)

SKILLS

Kinnsr Software, Microsoft Office Suite.