

# Robert Smith

## Customer Agent

### PERSONAL STATEMENT

Energetic bilingual professional currently seeking a position where one may utilize skills and education to benefit productivity within a company and staff.

### WORK EXPERIENCE

#### **Customer Agent**

**ABC Corporation - August 2007 - May 2011**

##### *Responsibilities:*

- Greeted customers in a prompt consistent manner.
- Answered multi-line phones.
- Services customers in a professional manner.
- Filing, sorting, copying, printing, faxing and scanning important documents.
- Data entry, scheduling appointments; Cash handling, and operating cash machines.
- Use of Microsoft office,(excel, word, PowerPoint, and spreadsheets.).
- Log on to the computer systems and phone and take inbound calls from customers wanting to purchase tickets for the parks and events at the parks.

#### **Customer Agent**

**Delta Corporation - 2002 - 2007**

##### *Responsibilities:*

- Answered phones and assisted customers with billing inquiries and payments Upselling and upgrading accounts Assisted customers with troubleshooting .
- Providing quality daily customer services and telephone services; both local, long distance, and international.
- Completed collect, third party, direct and calling card calls, issued immediate credits, assisted in new hire training, supervised as agent in charge.
- Successfully delivered products and services to customers Inspected food to ensure its quality Assisted and satisfied the needs of the customer .
- Assist individuals with building self-esteem and encouraging independence Follow individual treatment plans consistently.
- Assist in overall success of disabled patients daily living activities Provide detailed daily reports of client care to supervisors.
- Examined documents given by customers that were applying for drivers licenses, permits, or registering their vehicle.

### Education

Diploma in Business - 2000(Frederick Douglass senior High school - Baltimore, MD)

### **CONTACT DETAILS**

1737 Marshville Road,  
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[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

EHR, Customer Service.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

