

ROBERT SMITH

Customer Agent

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Driven and well-organized professional with 7+ years of experience. Passionate about developing new businesses and planning marketing strategies. Seeks to obtain a position in the field of Information Technology.

2002 - 2012

CUSTOMER AGENT - ABC CORPORATION

- Took early retirement from this position.
- Assisted the public with any and all problems they encountered.
- Was able to diffuse irate citizens when they became frustrated.
- Have dealt with people from diversified backgrounds.
- Collected money for products issued and balanced cash drawer every day.
- Developed and cultivated client base.
- Determined customer financial needs.

2001 - 2002

CUSTOMER AGENT - DELTA CORPORATION

- Served as first point of contact for clients wanting to book tee times at several golf courses within the United States.
- Responsible for the accurate recording of transactions and identifying potential clients as well as clients needs.
- Assisted clients in successfully booking Golf Tee Time throughout the United States Provided clients with best rates for Tee Time at various Golf .
- Provide aid to patients with special needs in their day to day care, such as feeding, changing and clothing.
- Help with transporting the patients on field trips.
- In addition, contribute with providing meals on wheels for those who are home bound.
- Facilitate returns, exchanges, trade-ins, recycling, defective .

EDUCATION

Associates in Sciences - 1984(Essex Community College - Essex, MD)

SKILLS

Customer Service, Cash Handling.

