

ROBERT SMITH

Customer Agent

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

An experienced professional is now seeking to obtain a challenging position in an organization that will allow utilizing experiences and allows the opportunity for career growth.

CORE COMPETENCIES

Microsoft Excel, Word, And Office, Typing And Longevity In Customer Service.

PROFESSIONAL EXPERIENCE

Customer Agent

ABC Corporation - 2002 – 2013

Key Deliverables:

- Generated and monitored incident reports and referred unresolved grievances to designated departments for further investigation.
- Executed exemplary customer service to increase patron loyalty.
- Authorized transportation requests that were outside of the company network.
- Utilized necessary resources to assign trips to drivers based on the providers geographical region and capacity via Adept Dispatching Software.
- Adhered to strict HIPAA compliance and Quality monitoring procedures and scripts.
- Communicate with drivers, medical facilities, and patients when a trip needs to be rescheduled.
- Operated cord switchboard to relay incoming, outgoing, and interoffice calls.

Customer Agent

Delta Corporation - 2001 – 2002

Key Deliverables:

- Data entry, handle cable, phone and internet customer accounts, help trouble shoot said accounts, take payments, upsell account services, make .
- Skilled at facing customer concerns, issues, and queries promptly resolving problems and providing required service or product Competent at .
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved .
- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
- West Corporation is an enterprise technology business that specializes in providing excellent customer service to the multitude of consumers of cell .

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- Customer Agent Providing excellent services to customers via telephone Billing management Troubleshooting technological difficulties Curating billing .

EDUCATION

HS - (Julia Richmond High School - New York, NY)

