

Robert Smith

Customer Agent

PERSONAL STATEMENT

Looking to obtain a responsible and challenging position where educational and work experiences would be a major resource within a work environment.

WORK EXPERIENCE

Customer Agent

ABC Corporation - March 2011 - November 2013

Responsibilities:

- Providing cell phone services to hundreds of customers a week.
- Assisted customers in account payments, issues, and troubleshooting techniques.
- Assisted callers by supplying information and recorded messages.
- Initiated collection calls and mail correspondences.
- Assisted subordinates and supervisors in identifying and resolving issues.
- Assisted office manager in encoding checks.
- Made daily store announcements via the intercom system.

Customer Agent

Delta Corporation - 2006 - 2011

Responsibilities:

- Providing cell phone services to hundreds of customers a week Assisting customers in account payments, issues, and troubleshooting technical .
- filing unemployment insurance claims.
- Reading Federal Regulations script to claimants Collecting personal and financial information.
- Entering information into online data base and submitting claim forms via Cisco phone system.
- Filing, faxing and responding to online customer form requests via e-mail.
- Initiate collection calls and mail correspondences Sent out daily newspaper subscriptions to customers Processed and received monthly customer .
- Customer Agent Assisted callers with completing the local, long distance and international calls quickly Used correct procedures; great customer service .

Education

Associates of Applied Science in Computer Information Systems - 2009(Kaplan University)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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www.qwikresume.com

SKILLS

Microsoft Office,
Meditech, Medisoft, Word
Perfect, Citrix.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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