

Robert Smith

Customer Agent

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SUMMARY

A dynamic, conservative, and resourceful individual with several years of extensive customer relations experience. Passionate about multiculturalism, value diversity, believing that creating the right workforce environment culture will have a positive effect not only on the workforce but also productivity.

SKILLS

Customer Service, Data Entry.

WORK EXPERIENCE

Customer Agent

ABC Corporation - May 2006 - February 2007

- Assisted team and department manager inefficient operation workflow.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions, are taken.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Commended for my patience by co-workers.
- Worked at the home organization that provides superior customer service to consumers.
- Also dispatched technicians to consumers that require service for their appliances.

Customer Agent

Delta Corporation - 2004 - 2006

- Implemented procedures which resulted in increased company efficiency and productivity, Increased customer loyalty through active listening, Successfully resolved four customer issues per week, Assisted in all areas of administrative work including data entry, file organization, research and development.
- Processed international and domestic calls for customers.
- Assist in resolving network issues Key Accomplishments Resolve customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Was commended by supervisor for active listening and empathy when dealing with customers.
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Responsible for taking calls from health care providers having issues with Medicare advantage benefits.
- Helping healthcare providers get paid for the services rendered Skills Used Proficiency with computer skills, multi skilled in computer and typing while .

EDUCATION

Master of Science in Criminal Justice and Security - 2012(University of Phoenix - Lenexa, KS)