

Robert Smith

Customer Care Advocate

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SUMMARY

Highly organized and passionate individual that is looking for a company that will motivate and provide with professional growth opportunities. Seeking a position that will utilize my vast experience working in the field of customer advocate.

SKILLS

Microsoft Office, Epic, CAD, Multi-Line Phone System, Administrative Support,

WORK EXPERIENCE

Customer Care Advocate

ABC Corporation - 1995 - 2006

- Assisted a high volume of Spanish speaking residential customers performing a variety of functions utilizing complex online systems.
- Provided exceptional customer service to guarantee customer satisfaction and brand loyalty.
- Coordinated home dispatches based on customer ability to meet technician.
- Expanded customer knowledge regarding services available in their service area .
- Designed and launched office wide sale promotions for the Circle of Success program.
- Assisted in relief supervisory capacity coaching employees with complex service order related issues and provided techniques to enhance their selling abilities.
- Actively assisted in training new hire employees as an In-house Trainer.

Customer Care Advocate

Delta Corporation - 1996 - 1997

- Resolved complex inquiries initiated by both telephone and correspondence related to enrollment, eligibility, .
- Answered incoming calls from customers regarding their accounts for phone, cable and internet services.
- Responsible for billing, technical support and sales.
- Helped customers from different companies such as seibels insurances, Verizon, Hickory Farms, Purity Products, and FIC.
- Highest productivity score on my team Skills Used Used a lot of patients in stressful high volume times.
- Learned how to make the customers cheerful and a lot happier.
- Included, but were not limited to, assisting customers with billing issues, service repairs as well as initializing new orders for client telecommunication service needs.

EDUCATION

Bachelor in Human Development - (Pacific Oaks College)