

Robert Smith

Customer Care Associate II

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SUMMARY

Oil field, construction, and business oriented professional offering excellent work ethic, leadership, and operational skills. A passionate and self-starting individual who is able to meet deadlines, work with a high level of organization, team work, adaptability and maintains focus on safety.

SKILLS

Microsoft Office, Data Entry, Customer Service, Key Account Management, Receptionist, Typing, Word.

WORK EXPERIENCE

Customer Care Associate II

ABC Corporation - 1995 - 1997

- Maintain customer accounts-verify and update information.
- Interact with subscribers on service issues, billing questions and overall satisfaction.
- Determining when a field visit is required.
- Prioritize the importance of field calls and the dispatching of technicians after hours.
- Courteously respond to inquiries from potential and existing customer; promoting all services to both up sell and retain customers.
- Ensure follow-up on all customer related issues, including processes involving other departments.
- Increasing revenue by using appropriate sales techniques and maintaining customer loyalty.

Customer Care Associate

ABC Corporation - 1993 - 1995

- Helped provide money services to customers such as Money Gram, Texas Lottery, money orders, check cashing, and processing bill payments.
- Counted and verified money made throughout the day and prepared them for bank deposit; this could be up to \$20,000 in one day.
- When closing the store I also counted all the cashiers tills and checked whether they balanced or not.
- Did sales reports and record keeping for the store too and faxed them to the corporate office every night.
- Also supervised the other cashiers to ensure they were working correctly and efficiently, especially with money they had collected.
- Im very comfortable working with large sums of cash and dealing with customers.
- Also I needed to have a friendly demeanor to be able to provide quality customer service..

EDUCATION

Bachelor of Arts in Complementary and Alternative Health - January 2015(ASHFORD UNIVERSITY - San Diego, CA)