

Lead Customer Care Professional

ROBERT SMITH

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Objective

Looking for opportunities in an Engineering / Manufacturing / Design environment LOCATIONS
DESIRED: Will consider any position anywhere in the United States.

Skills

Excel, Word, Powerpoint, Email, Social Media, Chat, Windows 7, 8, and 10, Research, Critique,
Algebra, English, Customer Care.

Work Experience

Lead Customer Care Professional

ABC Corporation - August 2014 - December 2014

- Assisted customers in the OPEN Small Business Network by resolving customer issues while simultaneously attending to other needs.
- Interacted positively with co-workers and provided effective and timely resolution of a range of customer inquiries.
- Excellent written and oral communication skills, with an eye for detail.
- Productive in a high volume environment and handled angry customers.
- Knowledge of computer systems, excellent problem solving skills, and 10 key data processing skills.
- Ability to enter data accurately and efficiently into appropriate data systems.
- Team player with superb time management skills and recognized as a results-oriented and solution-focused individual.

Customer Care Professional

Teleperformance - 2010 - 2014

- Handled inbound customer service calls for a major car insurance company.
- Placed occasional outbound & conference calls when necessary.
- Managed & assisted clients with roadside assistance involving many types of vehicles.
- Navigated through multiple computer resources during calls.
- Report to internal compliance team to resolve & document client complaints.
- Utilized mapping systems to pinpoint exact location of member.
- Contacted & dispatched service providers to assist stranded members..

Education

Master of Business Administration in Marketing - May 2011(Keiser University)