

# ROBERT SMITH

## Asst. Customer Experience Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

A self-motivated, hardworking mature individual with experience in Customer Service. Adept at prioritizing and completing tasks to meet customers' and employer needs.

### CORE COMPETENCIES

Yoga Teacher, Communication Skills.

### PROFESSIONAL EXPERIENCE

#### Asst. Customer Experience Specialist

**CorePower Yoga - December 2014 – 2019**

##### Key Deliverables:

- Provide excellent customer service.
- Provide a positive and comfortable environment that encourages customers to learn and enjoy their new devices.
- Responsible for having a profound knowledge of the brand and policies.
- Participated in special projects as well as floated from the Customer Experience department to the New Studio Sales department.
- Resulting in selling many new memberships and helping reach sales goals for multiple studios.
- Perform troubleshooting and make transactions when necessary.
- Teach specific operating system classes for customers in order to provide them with the knowledge they need to operate their devices with ease.

#### Customer Experience Specialist

**ABC Corporation - 2012 – 2014**

##### Key Deliverables:

- Provide friendly and efficient service to the worldwide Airbnb community.
- Compose thoughtful and accurate messages or customize prepared responses to customer emails.
- Analyze a conflict, identify root causes, and assist parties in finding a resolution quickly.
- Address concerns and mediate disputes within our community through resourceful troubleshooting and research.
- Stay up to date with and follow on-going process, product, and policy changes.
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- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION

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Associate in Science - 2009(University of North Florida - Jacksonville, FL)

