ROBERT SMITH

Customer Operations Associate

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

SUMMARY

Customer Operations Associate is responsible for Maintaining an understanding of company policies and procedures, Evaluating customers based on their needs and processes them efficiently, Responding to customer inquiries,& Closing out cases by tracking resolution numbers and ensuring resolution of any issues reported by customers.

CORE COMPETENCIES

Microsoft Office, MAC, PC Programs, 43 WPM 10-key.

PROFESSIONAL EXPERIENCE

Customer Operations Associate

ABC Corporation - December 2013 – January 2015

Key Deliverables:

- Maintained the overall appearance of the entrance area by straightening merchandise in the area.
- Assisted with disputed Accounts Receivable.
- Reviewed scheduling and assist in the backlog review process.
- Conducted a variety of production and processing functions in posting transactions to clients accounts.
- Responded to customer inquiries regarding accounts delivery via telephone, written correspondence and internal customers.
- Answered questions, support back office customer transactions, correct bills, perform credit and collections, ensure account security, provide outage call processing, Inform/educate customers on programs, and perform all other direct customer facing support activities.
- Maintain call center database Handle customer billing concerns.

Customer Operations Associate

Delta Corporation - 2012 – 2013

Key Deliverables:

- Take inbound calls from customer concerning electric accounts - Process open/close orders, new installs, and all other electric related orders - .
- Implemented a change to the way we train our newly hired customer operations employees.
- Month end balancing and reconciliation.
- Greet all customers as they enter and exit the store, Take inventory of products coming in and out of the facility, Answer phones.
- Verified all gear in and out of the store at all times.
- Verified sales receipts for any errors, helping to maintain inventory accuracy, Answered customers questions regarding products, prices and .
- Exceptional telephone etiquette and skilled with managing multi-line telephones.

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EDUCATION

- Bachelor Of Science

2259 Oak Street, Old Forge, New York, 13420
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