

ROBERT SMITH

Assistant Customer Relations Supervisor

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Seeking a position with an opportunity to learn and grow within a company while pursuing the enjoyment of assisting others and bettering the company as a whole.

MAY 2005 - 2020

ASSISTANT CUSTOMER RELATIONS SUPERVISOR - CEDAR COMMUNITY HEALTH AND REHABILITATION CENTER

- Provided and supervise staff members to achieve great customer service to all who call, or walk thru the doors of our community.
- Managed delivery routes to increase operational efficiency Oversaw organizational efforts to maximize function Sales and Service Customer Care .
- Supervised Customer Relations team responsible for customer retention and cancellation of service.
- Coached team on finding viable solutions to retain customers through fact finding and offering solutions.
- Supervised daily customer service activities, productivity, and quality of work tasks.
- Worked closely with financial institutions regarding chargebacks, authorization/administrative holds, etc.
- Supervised daily customer service activities, productivity, and quality of work tasks.

2004 - 2005

CUSTOMER RELATIONS SUPERVISOR - DELTA CORPORATION

- Generate executive summary reports.
- Coached and mentored individual team members.
- Demonstrated commitment to Total Quality through process improvement.
- Promoted into leadership role within 1 year based on exemplary performance.
- On the front lines of our organization I answered phone, directed calls from a multi phone line, charge of mailings of first class, UPS or fed-ex, greet and directed guest.
- Behind the scenes I hired, trained and supported six staff members.
- From schedules, policies and procedures to key operations management duties.

EDUCATION

Some college in Nursing - 1992(Milwaukee Area Technical College)

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SKILLS

Microsoft Office, Word, Excel, Customer Service.