

# Robert Smith

## Customer Representative II

### PERSONAL STATEMENT

Responsible for handling routine customer service inquiries and problems for one to three call-type functions via telephone, digital, or chat channels through effective communication and problems solving skills.

### WORK EXPERIENCE

#### **Customer Representative II** **Check'n Go - May 2015 - 2020**

##### *Responsibilities:*

- Provide superior customer service to customers, process in-store loan applications and assist with marketing promotions.
- Perform necessary customer verifications to validate the information presented is accurate.
- Ensure transaction check numbers match checks in printer and process loan applications per established guidelines.
- Answer telephone inquiries in response to general questions, customer applications, requests or other issues.
- Place outgoing customer courtesy calls and appointment reminders in accordance with federal regulations and store operating procedures.
- Escalate customer complaints to the Store Manager if unable to resolve the issue directly with the customer.
- Balance individual batch receipts with store sales reports at end of day and assist with resolving over/shorts as needed.

#### **Customer Representative** **Delta Corporation - 2014 - 2015**

##### *Responsibilities:*

- Customer service, Activate cell phones, Repair switches problems, Assist customers with any billing problems/concerns.
- Switch from different programs to get the information needed to help customers with there questions.
- Greeted clients, processed monthly payments on rental spaces, monthly inventory control, and audits.
- Processed auction documents, maintained a balanced register, maintained a clean work environment and provided excellent customer service.
- Subcontracted work for the United States Postal Services for purchasing priority mail services, boxes, bubble wrap, and stamps.
- Staffed the front counter and the daycare facility, answered phones, scheduled appointments, referred new customers for membership, operated with.
- Takes inbound customer service calls Research homeowners insurance policies Administrative duties Filing homeowner claims.

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Microsoft, Bilingual  
English And Spanish,  
Fast Learner, Hard  
Worker, Very Positive  
Person.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

## Education

Diploma - June 1999(Spokane Community College)