Customer Service Advisor/Manager

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn: linkedin.com/qwikresume
Address: 1737 Marshville Road, Alabama

Objective

More than 6 years working for retail establishments In Colorado. Recognized for delivering unparalleled customer service. A verifiable track record of success backed by impeccable references. Areas of expertise include: New Product Introduction Exceptional Customer Service Record Keeping Merchandising and Display Problem Solving Being Punctual Inventory and Pricing New Location Start-Up Computer/POS Scanning Use Cleanliness.

Skills

Skills Provide patient customer service Excellent cashier.

Work Experience

Customer Service Advisor/Manager

ABC Corporation - June 2013 – August 2015

- Responsible for responding to high volume telephone inquiries about the companys products or services following standard scripts and procedures.
- Ensures customers receive efficient and courteous service.
- Resolve routine, general questions and problems submitted by customers via phone with limited variety following established guidelines and standard scripts and procedures.
- Utilizes all available information to choose the best solution and resolve customer concerns.
- Directs complex questions and problems to more senior staff level.
- Use of a computer application to log and track inquiries, as well as, to check the status of items that require follow-up or involvement of other parties.
- Documents customer interactions, records details, complaints, comments and actions taken.

Customer Service Advisor

Pape Machinery - 2012 – 2013

- Call on customers to promote parts and service sales of John Deere and Hitachi Equipment.
- Provide customer service to an established customer base as well as to new customers.
- Provide quotes and estimates as requested for parts and shop repairs.
- Inspect equipment and provide repair options including aftermarket parts options.
- Maintain customer call lists and expand customer base in established territory of Alameda and Contra Costa Counties.
- Monitor shop jobs and keep customer appraised of progress and unforeseen issues.
- Review quoted shop jobs to assure they are in line with quote prior to submitting to customer..

Education

Diploma

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