

Robert Smith

Jr. Customer Service Leader

PERSONAL STATEMENT

To obtain a position as a team-player in a people-oriented organization where I can maximize my strong organizational skills and educational background to achieve corporate goals. Fully committed to providing the highest possible standards of customer service and support. Proven ability to train, supervise and motivate, and evaluate customer service representatives. Enjoy working directly with customers and the general public.

WORK EXPERIENCE

Jr. Customer Service Leader **ABC Corporation - June 2010 - 2019**

Responsibilities:

- Identified and made recommendation for process improvements.
- Oversaw the implementation of organizational policies and procedures.
- Monitored the performance of personnel to ensure a productive work environment.
- Motivated employees to achieve personal goals and consistently meet expected guidelines.
- Ensured workflow efficiencies, customer service excellence, and quality assurance.
- Built a teamwork environment that encouraged hard work and collaboration.
- Trained and motivated personnel in areas of customer service and cash handling Exercise a mature, diplomatic approach to resolving problematic issues; put customers at ease.

Customer Service Leader **The Best Bulletproof Vest - 2005 - 2010**

Responsibilities:

- Responsible for primary communication between customers and companies.
- Take all customer calls within 3 rings.
- Resolve all customer complaints via phone or email.
- Reach out to customers via phone to verify order information.
- Assist with placement of orders, refunds, exchanges or claims.
- Advise on company and product information.
- Handle changes in policies or renewals..

Education

Bachelor of Science in Elementary Education - (East Carolina University Greenville - Greenville, NC)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Assistant.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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