

# Customer Service Leader/Manager

## ROBERT SMITH

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### Objective

Highly qualified Customer Service Leader with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

### Skills

Microsoft Office, Management, Sales.

### Work Experience

#### Customer Service Leader/Manager

**ABC Corporation** - December 2005 - April 2010

- Worked closely with branch manager to stay on target with branches goals.
- Processed random cash drawer audits on tellers to assure drawer limits were being followed.
- Coached tellers on their job performance on a monthly basis to help build product knowledge.
- Made sure procedures and operations were being conducted to stay within audit guidelines.
- Held daily staff meetings to discuss sales/service gaps and/or customer service/promotions.
- Performed all duties as a CSR (customer service representative/teller).
- Assisted customers in opening new checking, savings, CDs (certificate of deposit) and credit card/cash reserve accounts.

#### Customer Service Leader

**ABC Corporation** - 2001 - 2005

- 03276 Providing proper sales of merchandise and/or products.
- Handling the flow of cash from registers and safes.
- Properly helping run store functions.
- Monitoring and delegating store task.
- Providing excellent customer service to all customer.
- To help in receiving new product and checking in orders.
- Overall cleanliness of the store and property.

### Education

GED - (ROOSEVELT HIGH SCHOOL - Rockford, IL)