

ROBERT SMITH

Customer Service Officer

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Customer Service Officer wants to secure a challenging career opportunity allowing me to succeed in a stimulating and challenging environment, building the success of a company using my solid background in administration, leasing and property management, while also experiencing advancement opportunities of my own.

CORE COMPETENCIES

Cross Sale, New Customer Acquisition, Handling Customer Queries, Microsoft Office, Microsoft Windows

PROFESSIONAL EXPERIENCE

Customer Service Officer

The Housing Authority - January 2016 – September 2016

Key Deliverables:

- Provided advice and assistance to clients on a range of services and products that attend the office, and/or via telephone, email or postal correspondence.
- Liaised with a range of staff from within the office including other branches/regions, departments, and organizations in the private and public sector.
- Assessed the client eligibility and allocated accommodation in accordance with policy and procedure.
- Recorded all relevant issues, concerns, discussions, and outcomes arising from client contact.
- Attended mandatory and optional training and development sessions to ensure current understanding of correct policy and procedure.
- Performed other duties as required, acting in various positions such as management support officer, housing property service officer and disruptive behavior officer.
- Provided advice and assistance to clients queries regarding accounts, maintenance, and tenancy matters.

Customer Service Officer

ABC Corp - June 2010 – January 2016

Key Deliverables:

- Responded to general correspondence and provided necessary information when required to assist with the completion of official inquiries.
- Managed tenancies in accordance with the residential tenancies act.
- Initiated the appropriate action when necessary, such as legal action when property standards and/or account debt is unsatisfactory.
- Identified where clients require tenancy support and/or when a tenancy is at risk.

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- Liaised and cooperated with the government and non-government agencies and community-based groups, where appropriate refer clients who require assistance and ongoing support.
- Attended meetings where government and non-government agencies and community-based groups discuss tenancy management and possible issues and concerns surrounding tenancies and property maintenance.
- Collaborated with seven branch employees to devise and implement a strategy to improve sales performance.

EDUCATION

- Certificate Of Education in Western Australia - 2009(Nagle Catholic College)