

# Customer Service Operator I

## ROBERT SMITH

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### Objective

Customer Service Operator I with 14 years of experience, is looking to acquire a position with your organization that will allow me to maximize my knowledge and abilities gained through prior experience in customer relations while offering career growth through performance.

### Skills

Customer Service Representative, Receptionist, Basic Computer, Alpha-numeric Filing Systems, Medical Records Clerk, Able To Type, Mailing, Sorting Records.

### Work Experience

#### Customer Service Operator I

**Saks Fifth Avenue** - September 2006 - Present

- Serving customers by providing and service information, resolving product and service problems.
- Resolving the product or service problems by clarifying the customers complaint, determining the cause of problem selecting and explaining the best solution to solve the problem.
- Updating and maintaining the customers records by updating account information.
- Taking the payment information and other pertinent information such as address, phone number, and other confidential information.
- Maintaining personal productivity and quality standards that make possible attractive financial returns so that the company may continue to provide excellent service to the customers.
- Communicating effectively with the General Manager/Owner, the sales team, and the production team, informing and updating them regularly to guarantee that sales and customer objectives are met.
- Effectively presenting and discussing the products and services of the company, soliciting only those desired products/services provided by the company and its vendors to current and prospective customers in a way that conveys an image of quality, integrity and superior understanding and delivery of customer needs.

#### Customer Service Operator

**ABC Corp** - August 2004 - August 2006

- Conferred with customers by telephone in order to provide information about products and services, to take orders or cancel accounts, or to obtain detail complaints.
- Kept records of customers interactions, recording details of inquiries, complaints, and comments, as well as actions, are taken.
- Resolved customers service or billing complaints by performing activities as exchanging merchandise, refunding money, and adjusting bills.
- Checked to ensure that appropriate changes were made to resolve a customer problem.
- Contacted customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
- Referred unresolved customer grievances to designated departments for further investigation.

- Determined the charges for services requested, collected deposits or payments, or arranged for billing.

## Education

Diploma in Education - June 2004(Callaway High School )