

# ROBERT SMITH

## Customer Service Operator

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

### SUMMARY

Customer Service Operator with 10 years of experience, with an objective to obtain a challenging upwardly mobile position in the healthcare field in the areas of Phlebotomy, Customer Service, and Health Unit Coordination, and or Health Care Administration.

### CORE COMPETENCIES

Customer Service, Call Center Management And Monitoring, Scheduling. Computer Microsoft Word, Cerner Medical Office Scheduling System

### PROFESSIONAL EXPERIENCE

#### Customer Service Operator

**Kastle Systems LLC - September 2010 – Present**

##### Key Deliverables:

- Providing professional, efficient and accurate services to Kastle systems clients. Services include but not limited to building and elevator access, addressing security-related events, assisting with special projects and performing administrative functions as required.
- Responding to alarm and emergency signals, mechanical equipment, malfunctions, and computer-generated events that pertain to building functions.
- Logging all pertinent information completely and accurately. Processing customer calls.
- Dispatching technical personnel via work order to repair system malfunctions.
- Dispatching appropriate emergency police and fire departments as requested.
- Processing all telephone calls through NTX system as quickly and efficiently as possible while maintaining a professional decorum.
- Performing log and tape searches to aid in the resolution of customer service and quality control questions.

#### Customer Service Operator

**ABC Corp - 2008 – 2010**

##### Key Deliverables:

- Maintained desk directories, reference guides, and other associated reference material.
- Received and distributed daily shipping orders for all business departments.
- Managed paperwork and data entry functions using Pitney Bowes and Fed Ex software.
- Addressed and resolved customer concerns on behalf of employment services management.
- Worked closely with the corporate services department in setting up events.
- Completed contract forms, prepared change of address records, and issued service discontinuance orders using a computer.
- Answered service department questions, scheduled service appointments, routed customers calls.

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### EDUCATION

- Certification in Phlebotomy - January 2011 to January 2011(Prince Georges Community College - Largo, MD )N/A in information Technology - January 2003 to January 2005(Brown College - Mendota Heights, MN )Diploma in General Studies - January 1995 to January 1998(South High School - Minneapolis, MN )