

ROBERT SMITH

Sr. Customer Service Operator

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SUMMARY

Organized, personable Sr. Customer Service Operator with 10 years of experience and with a strong work ethic and a lengthy, stable work history. I'm reliable, consistent and I've worked in a variety of situations that require attention to detail and technical proficiency. Software/Computer Knowledge Word, Office, DigiSuite, Adobe Reader, Adobe Photoshop.

SKILLS

Microsoft Office, Customer Service, Team Building, Communications, Leadership Training, CPR, Excel, Microsoft Office

WORK EXPERIENCE

Sr. Customer Service Operator

Ricoh At Mesaba Airlines - April 2009 – January 2018

- Developed the customer service policy for the organization, developed customer service procedures, performance level and standards for the organization.
- Managed customers database accounts, performed customer verifications and processed applications, orders and requests.
- Provided technical support to customers using maintenance procedure based on the company products.
- Communicated directly with customers by phone, electronically or face to face.
- Responded promptly and answered/resolved customer inquiries and complains.
- Kept records of customer interactions and action taken including - transactions, comments, and inquiries and complains.
- Managed administration, forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.

Customer Service Operator

ABC Corp - January 2007 – March 2008

- Set up new revenue centers for outgoing deliveries between multiple companies and branches.
- Trained incoming workers in the culture of the company as well as the way things are done.
- Provided customer service for many calls, answering customer inquiries, solving problems, and.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy, and resolving problems on the spot.
- Addressed the customer calls to check balances, payments, and trouble shootings.
- Made claims, orders, routing customers, give general and detail information on the customers accounts.
- Answered technical questions over the phone for web registration, clearing browser data on both Mac PC.

SCHOLASTICS

- Sociology - 2006 (University Of Arkansas)