

# ROBERT SMITH

## Jr. Customer Service Operator

[info@qwikresume.com](mailto:info@qwikresume.com) | <https://Qwikresume.com>

Jr. Customer Service Operator with two plus years of experience In customer service including phone call center, internal sales, dispatch, computer system operator, multi-line phone operator, assisting customers by creating solutions to issues, computer sales, computer accessories expert, and manufacturing associate experience.

**APRIL 2015 - AUGUST 2017**

### **JR. CUSTOMER SERVICE OPERATOR - ABC CORP**

- Multi-line incoming and outgoing calls, alphanumeric data entry and delivery of information to clients and customers.
- Troubleshoot systems, placed orders with debit/credit cards, provide information about our product we sell.
- Received and processed cell phone payments for ATT and T-mobile prepaid customers, able to process debit/credit card payments as well as e-check payments.
- Provided excellent customer service and answer any inquiries pertaining to issues with their bill.
- Offered additional services to better assist customers with reducing payments each month.
- Transferred and connected the customers to the correct department for further assistance with their service. authorities to update alarm activities.
- Served in answering service/customer service and monitoring the GPS accounts, multitasking on serval computer monitors.

**JUNE 2014 - AUGUST 2014**

### **COMPUTER SALES REP/CUSTOMER SERVICE - BEST BUY**

- consistently surpassed the weekly sales quotas set by BestBuy corporate management.
- Approached customers with proper knowledge of computer products and related services without being overbearing and suggesting unnecessary purchases.
- Exceeded expectations by selling BestBuys geek squad protection plans to one-third of all computer sales.
- Advanced my knowledge and high-quality customer service by researching the current wants and needs of modern day technology consumers.
- Troubleshoot computer errors, maintained the organization of floor products, verified product and price changes, and organized displays.
- Cross-trained to work in other departments and therefore contributed to BestBuys overall performance.

- Enjoyed working with customers face-to-face in this environment.

## **EDUCATION**

Some College - (2012)

## **SKILLS**

Excel, Office Management, Fundraising, Call Center, Google Docs, Appointment Scheduling, Administrative Assistant, Customer Relationship Management, POS