

ROBERT SMITH

Customer Service Operator

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

SUMMARY

Customer Service Operator with 9 years of experience seeks to obtain a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people. Furthermore, will also benefit from my customer service experience, and positive interaction skills where my experience of over a decade can improve the customer satisfaction.

CORE COMPETENCIES

Microsoft Office, Sales, Typing, Cash Handling, Account Management, Inventory Management, Event Coordination, Excel, Word, Powerpoint, Photoshop, Basic Computer

PROFESSIONAL EXPERIENCE

Customer Service Operator

Gemini Audio Text Inc - November 2015 – September 2017

Key Deliverables:

- Made telephone calls to people upon instructions from company executives.
- Inquired as to the nature of incoming calls and exercise judgment to determine the importance of the call.
- Kept records of calls and record any calls that are deemed important by the company.
- Made recognized as the operator who took the most calls, and had produced the most talk time minutes.
- Answered heavy phone calls, reply to clients via email and mail in a timely manner.
- Hit weekly quotas for management. Had experience with multitasking in a quick paced environment.
- Answered simple questions about clients businesses, using reference files.

Customer Service Operator

ABC Corp - January 2008 – January 2015

Key Deliverables:

- Learned company services and product information, follow company rules/directions.
- Performed minor desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements.
- Monitored and troubleshoot call quality issues.
- Maintained a high degree of quality customer service while assuring all call monitor requirements were met.
- Assisted with an appointment calendar for sales personnel and administrative personnel.

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- Multi-tasked and handled difficult customer service situations, as well as was a problem solver.
- Handled customer requests on behalf of clients, from home office via, phone, email, and/or chat.

EDUCATION

High School Or Equivalent in General Studies - September 1999 to June 2003(Granada Hills Charter High School - Granada Hills, CA)

