

# Robert Smith

## Customer Service Operator II

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### SUMMARY

Motivated, hardworking, independent Customer Service Operator II with over 15 plus years of work experience providing friendly customer service to a diverse public. Exhibits excellent organizational and problem-solving skills. Works well independently or in a team environment and displays a strong work ethic. Eager to excel in all vocational endeavors.

### SKILLS

Knowledge Of Microsoft Office, Word, Excel; Possess Excellent Communication, Ten Pad Keystroke Alpha/Numeric

### WORK EXPERIENCE

#### Customer Service Operator II

United Collection Bureau, Inc - July 2007 - September 2016

- Met the quota of 60-80 calls per shift for direct collections of debt for various medical bills, student loans and overpayment of unemployment compensation.
- Provided friendly customer service while negotiating agreeable payment plan options, and obtaining financial information.
- Collaborated with insurance companies and state bureau of workers compensation to reach agreements on debt collection.
- Followed-up on accounts to ensure compliance with established payment plans.
- Documented all conversations with customers with great attention to accuracy and detail.
- Handled inquiries from customers, clients, and providers via telephone.
- Received requests by mail, telephone regarding insurance claims/policies while operating on multiple computer applications.

#### Customer Service Operator

ABC Corp - October 2000 - June 2007

- Handled incoming/outgoing calls in an attentive, courteous and efficient manner, according to the hotel's standard operating procedures.
- Provided clear and concise communication while assisting guests with their questions or needs.
- Anticipated the guests needs while providing recommendations of the hotel and local attractions
- Assisted the guests with changes in their room or restaurant reservation.
- Delivered guest welcome calls upon check-in.
- Responsible for clear and accurate radio communications with departments of the hotel.
- Communicated with housekeeping regarding room availability and guest requests.

### EDUCATION

Associate in Business Management - 2000 (Columbus Technical Institute - Columbus, OH )