

Customer Service Representative 2

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Objective

Help customers with complaints and questions, give customers information about products and services. By helping customers understand the product and answering questions about their reservations,

Skills

Licensed First Responder., Management, Back Office.

Work Experience

Customer Service Representative 2

Petro Stopping Centers - August 2014 - 2020

- Assist in customer transactions. Have management duties over several employees.
- Answer multiple phone lines and transfer calls to various extensions.
- Troubleshoot any issues with register transactions and kiosks.
- Help customers with any issues they are experiencing. Have management duties over several employees.
- Help receive inventory, stock shelves and make displays.
- Assist in returns, negatives and item counts.
- Managing customer accounts. Reaching a certain level of calls.

Customer Service Representative 2

ABC Corporation - 2011 - 2014

- Answered incoming calls to service card members accounts.
- Sold products and services to card members.
- Informed customers about late or missing payments.
- Negotiated and arranged payments with customers.
- Reviewed and documented conversations with customers.
- Arranged payment programs for customers as needed..
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

College prep in general - 1997(American School - Lansing, IL)