

Robert Smith

Assistant Customer Service Sales Represen

CONTACT DETAILS

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PERSONAL STATEMENT

Self-motivated individual, possessing a professional and friendly demeanor, dedicated to the advancement of the company as well as the surrounding associates to achieve the best results for the team. Works well with little to no supervision. Supervisor's comments include 'she is all about getting the job done correctly and with efficiency.

WORK EXPERIENCE

Assistant Customer Service Sales Representative I **ABC Corporation - November 2010 - December 2015**

Responsibilities:

- Strived to make every customer experience positive while delivering excellent customer service.
- Assisted new members in membership renewals and upgraded high end membership products to existing members.
- Performed a wide range of services including document preparation, account servicing/maintenance, account reconciliation, address change, payments, account closings, transfers, processing, orders and problem resolution.
- Managed all customer service needs for att and directv customers.
- Professionally managed irate customers with billing inquiries while training other customer service representatives how to maintain professionalism while on high volume inbound calls.
- Managed residential and business accounts for att customers while ensuring the satisfaction of the customer prior to ending the call.
- Managed proprietary customer information such as credit and debit card numbers as well as social security numbers.

Customer Service Sales Representative **Delta Corporation - 2007 - 2010**

Responsibilities:

- Processing calls for an inbound call center and providing customer with an array of enhanced features for accurate information.
- Duties include but not limited to stock quotes weather information residential and business phone numbers and directions also.
- to 011/2014 provided customer service by telephone or in person to provide information about services, take and enter orders, cancel accounts or .
- Contact customers to persuade them to try and purchase services Write customer orders and sales contracts According to company guidelines Resolve .
- Provided excellent customer service -Supported company with sales and boosted revenue -Used multiple computer programs to manage clients accounts.
- Provided sales and customer service support Answered in-bound phone calls from individuals related to product purchases Assisted with questions .

SKILLS

Computers Typing And
Cleaning Ect, sales.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

- Meeting and making a connection with customers, asking questions and listening to shoppers needs, then giving options and advice on meeting those .

Education

Bachelor of Science in Business Administration - (North Carolina Wesleyan College - Rocky Mount, NC)