ROBERT SMITH

Customer Service Team Lead I

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

SUMMARY

Experienced Customer Service Team Lead with a significant background of 16 years in the insurance and Automotive Finance industry, including data entry, and computer knowledge. Proven skills in high volume telephone communications, team oriented, training new employees, multi-tasking, supervisor responsibilities and time management.

CORE COMPETENCIES

Lotus, Windows, WordPerfect, Basic Excel, Time Management & Managerial Experience, Windows

PROFESSIONAL EXPERIENCE

Customer Service Team Lead I

Ammed Direct - 2007 – Present

Key Deliverables:

- Providing leadership, guidance, and support to a team of customer service representatives, and delivering superior customer service to all members both internally and externally through example.
- Also providing regular feedback to a team to assist with development, growth and appropriate adherence to guidelines, regulations, policies, and procedures.
- Dealing with people in a manner which shows sensitivity, tact, and professionalism, internally and externally.
- Acting as an impartial advocate to ensure that all individuals receive fair and equitable treatment.
- Assisting with training and orientation activities as needed or directed.
- Providing information to employees on where and how information can be found.
- Assisting in training new associates, troubleshooting and problem resolution of issues.

Customer Service Specialist

Ford Motor Credit Company - 2002 – 2007

Key Deliverables:

- Answered phone inquiries in a team-oriented call center from customers regarding their automotive financed loans.
- Provided account information to customers and dealers in a timely manner.
- Processed various transactions from updating addresses, sending forms, processing.
- Solicited customers for future business while sending vehicle brochures.
- Responsible for entering team information in Microsoft Excel spreadsheet.
- Provided training for new employees as well as assisting current employees with improving their phone metrics.
- Ensured compliance with applicable federal and/or state laws, regulations, and/or agency rules, standards, and guidelines, etc.

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EDUCATION

- Business Course Graduate - (JOELTON HIGH SCHOOL - Joelton, TN)

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