

ROBERT SMITH

Customer Service Team Manager

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

Managing Business Professional with 20 years of Customer Service experience, Medical coding and Administrative Medical Assistant training completed. Great Interpersonal skills with the ability to communicate both verbally and written with professionals and non-professionals at all levels.

EXPERIENCE

Customer Service Team Manager

ABC Corporation - 2011 - 2012

- Acted as a liaison between the Bank and the customer.
- Analyzed and determines resolution necessary based on the rules set forth by Card Associations and Bank.
- Interpreted and applies MasterCard and Visa regulations for all dispute situations.
- Created an open and respectful avenue of communication with individual customers.
- Contacted all customers by phone regarding the phase of their dispute.
- Customized letters to initiate inquiry and response to customers concerning their individual disputes and the processes.
- Maintained an extensive knowledge of current Card Organizations regulations Visa and MasterCard, which relate to Chargebacks, Pre-Arbitrations, Arbitrations, Compliance, Quality, and Re-contact cases.

Customer Service Team Manager

Delta Corporation - 2010 - 2011

- Supervise Customer Service Representatives daily activities.
- Monitor call quality and content Maintain daily and weekly reports on productivity and attendance Develop employees through one on ones and quarterly/.
- Conduct consultations and terminations Provide incentives for outstanding work Assist management in projects and assigned duties Complete Human .
- Managed the performance of 20-25 representatives that handled calls for numerous wireless service providers for technical support and billing support.
- Was responsible to help with recruiting, coaching and developing employees while maintaining accurate records for payroll purposes.
- Help develop best practices and guidelines for one of our wireless contracts to ensure consistent messaging from the agents to the clients Achieved .
- Managed a team of 15-20 representatives that handled customer

inquiries relating to billing, shipping and overall satisfaction with Gateway.

EDUCATION

- Certificate of Completion in Medical Coding - (Northwest Lakeview College)

SKILLS

Microsoft Office Suite, Salesforce.