

Sr. Customer Service Technician

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Objective

Looking for stability in a career, where I have the ability to advance in Customer service. Working and communicating with others effectively I feel creates a better work environment. I would like to stay along the customer service field because I'm always aiming to please.

Skills

Accurate money handling, Payment Processing, Inventory management, multitasking abilities, friendly demeanor, computer proficiency, PowerPoint presentation, quick learner, floor in design, credit card processing, cash register operation, adapt to diverse groups, Leasing, Keep Warehouse Clean.

Work Experience

Sr. Customer Service Technician

ABC Corporation - September 2009 - October 2014

- Conferred with customers by telephone or in person to provide information about products, card assistance, or services, took or entered orders, cancelled accounts, or obtained details of complaints.
- Checked to ensure that appropriate changes were made to resolve customers problems.
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Resolved customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Completed contract forms, prepared change of address records, or issued service discontinuance orders, using computers.
- Referred unresolved customer grievances to designated departments for further investigation.
- Determined charges for services requested, collected deposits or payments, or arranged for billing.

Customer Service Technician

ABC Corporation - 2005 - 2009

- Handle customer inquiries, complaints, billing questions and technical issues.
- Manage a high volume workload within a deadline driven environment.
- Successfully diffuse escalating customer situations and recommend service changes.
- Schedule installations for Bluetooth in vehicles.
- Provide detailed and accurate accounts of customer calls for prevention of future audit issues.
- Resolve an average of 250 inquiries in any given week exceeding weekly target goals by 25%; consistently meet performance benchmarks in all areas (speed, accuracy, volume).
- Cross selling service, upgrading customers on national service plans, call waiting, call forwarding, caller ID, international calling plans and phone/data package..

Education