ROBERT SMITH

Customer Service Volunteer

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Customer Service Volunteer is responsible for Following company policies and procedures when interacting with clients (e.g., confidentiality), Creating a positive impression on customers through your knowledge of the company's products and services, demonstrating leadership skills in the face of adversity, by resolving customer issues quickly or helping others resolve them.

AUGUST 2009 – MAY 2011

CUSTOMER SERVICE VOLUNTEER - ABC CORPORATION

- Ensured all services are delivered accurately, efficiently and with integrity using appropriate technology solutions.
- Identified new methods for improving services in existing programs.
- Provided exceptional customer service to the clients they serve.
- Responded to inquiries and resolve issues as quickly as possible.
- Used data, analytics and techniques to improve the customer experience.
- Leveraged information from internal systems (CRM) or external partners (customer service partner) to improve customer service.
- Identified new and innovative ways to improve the overall experience with customers.

2007 – 2009

CUSTOMER SERVICE VOLUNTEER - DELTA CORPORATION

- Communicate with internal support teams concerning issues with products or services.
- Analyze potential problems in a timely manner to ensure that they are resolved quickly while preserving the integrity of the product or service.
- Work closely with other departments within the company on a daily basis in order to achieve company goals.
- Develop a high level of understanding of business processes in order to ensure that all departments are working together efficiently.
- Ensure that all departments are working together efficiently by addressing any issues identified by other departments.
- Provide customer service at retail locations and other venues where individuals interact with products or services (such as airports, hotels, restaurants).
- Provide customer support in a wide range of areas (including sales, technical support, billing, credit card processing).

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EDUCATION

MS

SKILLS

Leadership, Interpersonal Skills, Customer Service.