Customer Solutions Specialist I

ROBERT SMITH

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Objective

Over 9 years of experience, including as a Customer Service Agent, as a Bilingual Collector and as a Customer Service in industries including Insurance Customer Solutions, Non-Depository Credit Institutions.

Skills

Microsoft, Powerpoint, Notepad ++, Lotus Notes, Jd Edwards, Kronos, Fax, Excel.

Work Experience

Customer Solutions Specialist I

ABC Corporation - November 2007 – August 2012

- Worked full time and supported supervisors and managers with customer-facing roles.
- Thrived within busy, high-volume environment requiring the ability to prioritize and provide exceptional customer service.
- Prepare daily deposits and sales reports.
- Balance cash drawers and maintain sales records.
- Motivate and train staff/co-workers to meet daily goals.
- Support managers when theyre unavailable.
- Managed local Facebook page and created flyers for store events using Microsoft Office (including Word, Excel, and Powerpoint).

Customer Solutions Specialist

ABC Corporation - 2006 – 2007

- Provided solutions to maintain &/or earn customers continued business in an inbound call center environment.
- Participated in negotiation training provided by The Gap Partnership & utilized training to negotiate discounts & upsells that would satisfy both the customer & the company.
- Modified & repackaged customers TV, Internet, & home phone bundles to accommodate budget & personal needs.
- Provided step by step explanation of billing itemizations & prorates to assist customers in understanding billing.
- Diagnosed & repaired intermittent & malfunctioning TV, Internet, & home phone equipment (i.e.
- modems, DVR set top boxes, remote controls) through internal system; dispatched appropriate service technician when necessary.
- Diffused & de-escalated situations where customers were transferred in an already upset or irate state..

Education

Bachelor's in Advertising & Public Relations - (Grand Valley State University - Allendale, MI)

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