Robert Smith

Directory Assistance Operator

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SUMMARY

Customer Service and Sales Professional who is diversified and adaptable with progressive experience in telecommunications for a major organization. Team player able to work independently without supervision. Received awards and commendations for outstanding customer service.

SKILLS

Data Entry, Retail Management.

WORK EXPERIENCE

Directory Assistance Operator

ABC Corporation - November 2004 – September 2015

- Promoted to toll operator within 3 months.
- Stayed through long hours to connect families and loved ones during the awful hurricanes we had that year.
- Passed all blind quality control tests with perfect scores.
- Calmed and aided distressed customers over the phone.
- Provided the correct telephone numbers and addresses to customers in a timely manner.
- Provided DA assistance for wireline and wireless customers.
- Assisted customers requesting telephone numbers and addresses in a fast paced CalHandled emergency calls .

Directory Assistance Operator

Delta Corporation - 2003 – 2004

- Greeted customers in a high volume inbound call center Retrieved telephone directory listings requested by customers quickly an accurately Processed .
- Responsible for processing 411 calls to assist customers in finding business, government or residential listing.
- Provided directory assistance in a fast paced high call volume work environment.
- Ensured customers were promptly handled with precision, while meeting daily quotas.
- Ensured calls were forwarded to the proper department for resolution, when needed.
- Provide 411 Assistance to Verizon customers, analyzing customers needs, process heavy inbound call volumes daily, assist wireless customers with .
- Process an average of 1000 calls daily and consistently exceeds call volume standards.

EDUCATION

Bachelor's in Business - 1982(Brescia University - Owensboro, KY)

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