

ROBERT SMITH

Genius Admin

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Genius Admin with extensive experience leading teams in both customer support centers and in a retail setting. Able to leverage retail and support background and a passion for working with people to positively impact company profitability and the customer experience. Successful in developing strategies to attract new customers and maintain their loyalty, with a proven ability to recruit, interview, hire and train employees.

2014 - 2022

GENIUS ADMIN - APPLE

- Made decisions quickly, sometimes under tight deadlines and pressure.
- Provided information that team members need to do their jobs and make accurate decisions.
- Provided insightful advice and friendly, hands-on technical support to our customers throughout the different stages of the repair process.
- Quickly diagnosed product issues on the spot, clearly explaining situations with patience and compassion.
- Determined whether repairs can be done or a replacement is needed, you offer solutions to get users up and running again.
- Kept customers informed about their devices repair status and assist with other customer service issues that may arise during the process.
- Delivered a delightful ownership experience.

2007 - 2011

GENIUS ADMIN - DELTA CORPORATION

- Willow Bend, Plano Texas.
- This position is responsible for maintaining accurate inventory levels, resolving discrepancies, basic troubleshooting, being available.
- Technical Support.
- Team Leadership and Training Order and maintain supplies.
- Provide excellent customer service Support internal and external customers Repair customer .
- Created training packet for Genius Admin role and trained 3 people for a bench to the Genius Admin role.
- Provide training and mentorship for colleagues, monitor and manage the operational and administrative activities of the service area in the Apple .

EDUCATION

B.A. In Communications

SKILLS

Customer Service, Leadership, Training & Development.