

# ROBERT SMITH

## Guest Services Representative, Key Holder

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### SUMMARY

Customer Service Professional Dedicated Guest Services Representative motivated to maintain customer satisfaction and contribute to company success. Over 5yrs of Customer service experience, excellent verbal skills, business-oriented, problem solving and analytical skills. Seeking a position that utilizes my expertise as a positive team player with great communication skills and the ability to establish rapport with internal and external customers.

### SKILLS

Data Entry, Administrative Assistant, Training & Development, Microsoft Office, Customer Service, Supervising

### WORK EXPERIENCE

#### Guest Services Representative, Key Holder

ABC Corporation - April 2015 – Present

- Duties included, but not limited providing phone services and customer support.
- Utilizing computer programs such as, but not limited to Microsoft Word, Excel, Outlook, CCC One, Audatex, Mitchell, Abse, Internet Explorer, and Google Chrome.
- Billing out jobs, collecting insurance checks and deductibles, and completing insurance related forms.
- Going over the damage with customers on their vehicle to determine what is related to the loss or unrelated damage.
- Delivering finished vehicle to customers while going over the repair order with them and answering any questions they may have.
- Working with technicians and estimators to receive correct parts and update price changes.
- Answering multi-line switchboard phone and responded to customer inquiries.

#### Guest Services Representative

ABC Corporation - May 2014 – April 2015

- Organized, confirmed and processed guest check-ins/ check-outs and adapt for any changes.
- Secured payment, verifying and adjusting billing as needed.
- Provided guests with room and hotel information, directions, amenities, and local interests.
- Ran daily reports, reviewing to see what needs to be communicated to the next shift's staff.
- Completed cashier and closing reports, counting the bank at the end of each shift securely.
- Accepted and recorded wake-up calls, delivering to the right department.
- Communicated any emergency, lost item or theft to proper security staff and/or authorities.

### SCHOLASTICS

- BS in Math And Social Studies - September 2002(Chittenango High School - Chittenango, NY)Math And Spanish - September 2000(Solvay High School - Solvay, NY)High School + Diploma - 1966(Bertha Von Suttner Schule - Schoeneck, DE)