ROBERT SMITH

International Customer Service Representative (Bilingual)

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SUMMARY

Multi-lingual professional offering more than ten years of customer service experience, working in retail, four years as a marketing professional and three years in technical support roles. Worked with a wide range of professionals representing all age groups, nationalities, and cultures.

CORE COMPETENCIES

Microsoft Office, Typing, Phones, Communications, Sales, Salesforce, Customer Service, Technical Support

PROFESSIONAL EXPERIENCE

International Customer Service Representative (Bilingual)

IPFS Corporation - January 2014 – Present

Key Deliverables:

- Provided service to incoming calls from external customers, including insurance agents and customers, posting payments, researching status and provide account analysis.
- Process incoming correspondence for financial documentation both on paper and electronically and provide support for insurance agents.
- Respond to telephone inquiries from insurance agents, insurance companies and insured customers regarding premium finance accounts. Properly document call conversation on each specific account.
- Appropriately route requests to management for research and resolution of account transaction issues.
- Negotiate late fee waiver requests and waive late fees within authorization threshold of $1,500.00.
- Forward hold/promise requests to management to prevent imminent cancellation of policies by analyzing insured payment history and agency production.
- Process electronic inquiries received through customer service emails, update info emails & web queues as assigned by manager.

Part Time - Sales / Customer Service

Best Buy - 2003 – Present

Key Deliverables:

- Primary function is to provide customer service by demonstrating knowledge and understanding of the product and being able to offer complete solutions to various customer needs.
- Manage all aspects of customer service-related functions in a manner that satisfies customers' needs.

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- Maintain good relationships with customers throughout the world through constant communications and follow-up- SharePoint is utilized.
- Daily follow up with customers to ensure orders go out on a timely manner.
- Work with sales department to ensure all data entry information is accurate for the customer.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.
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EDUCATION

Bachelor of Science in Theology - 2004(Liberty University - Lynchburg, VA)

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