

# ROBERT SMITH

## Jr. Lead Customer Service Associate

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Over three years of call center experience in conducting and providing analytical, administrative support within an internal control environment. Responsibilities include assisting line of business and evaluation of customer's needs.

## EXPERIENCE

### Jr. Lead Customer Service Associate

**Eastridge Workforce Solutions - NOVEMBER 2014 - 2020**

- Managed customer inquiries and concerns.
- Made recommendations and suggestions to customers.
- Monitored and controlled inventory .
- Provided customers with information on rental agreement services.
- Suggested additional options to customers based on their needs.
- Provided outstanding customer service in all customer interaction situations.
- Maintained a positive attitude and professional demeanor at all times.

### Lead Customer Service Associate

**Delta Corporation - 2009 - 2014**

- Other job duties as assigned to meet the company needs.
- I was able to impress co-workers, supervisors and clients with my energy.
- Actually, the energy was simply a reflection of the genuine interest that I had in the job.
- If I am anything, I am authentic.
- Skills Used Demonstrate excellent verbal and written communication skills.
- Research and respond to questions received on the Field Support/VP Support, Solutions and escalation queues.
- Input and process orders received into the company computer system (MLM and AIO).

## EDUCATION

- Education - (Texas A & M Commerce)

## SKILLS

Microsoft Office, All Web Browsers, Customer Service Experience, Inbound Call

Center.