ROBERT SMITH

Jr. Member Care Representative

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SUMMARY

Seeking to obtain a position where experience and education will play an integral role in furthering the company's goals.

SKILLS

Management, Organizing.

WORK EXPERIENCE

Jr. Member Care Representative

Orion Federal - 2016 – 2020

- Provided assistance with membership eligibility requirements, account inquiries and requests, servicing for credit debit cards, loan payments and other member needs.
- Identified cross sell opportunities for new and existing members with services and products that best matches the members needs and qualifications.
- Utilized a "member centric" approach, determine individual members financial needs and recommend the appropriate products and services in order to improve the members financial lives.
- Effectively answered questions by listening, collecting data, securing answers and reporting results in order to assist members in solving accounts related issues.
- Assisted with Live Chat, as needed.
- Participated in and contribute to Orion FCU Employee Credit Associations Bank Secrecy Act compliance.
- Maintained an excellent understanding and commitment to the Service Standard Program and FedEx Employees Credit Associations products and services.

Member Care Representative

Delta Corporation - 2009 – 2012

- Answer customer service lines Properly keep customers updated on their insurance Take payments over the phone Speak with insurance agents to maintain .
- Duties included but are not limited to assisting members by phone with questions regarding their auto and home insurance policies, payments, and .
- Created and presented Power Point presentations on team statistics.
- Updated training materials using Word and Publisher Assisted with team building and motivation.
- Created process improvement using Six Sigma.
- Responded to phone request to cancel member accounts -Properly negotiated refunds when requested by members -Accurately entered information for .
- Have been working at Intelicare Direct as a member care representative in a call center.

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SCHOLASTICS

- High school diploma. in Na - 2010(Bartlett - Memphis, TN)

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