

# ROBERT SMITH

## Member Service Associate/Executive

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

To seek a creative and challenging Member Service Associate position where can utilize skills in a professional setting and learn along the way.

### CORE COMPETENCIES

Management, Organizing

### PROFESSIONAL EXPERIENCE

#### Member Service Associate/Executive

**ABC Corporation - August 2007 – August 2008**

#### Key Deliverables:

- Improved the overall quality of each members, and their guests, experience from the time they arrive to when they are finished with their round of golf.
- Retrieved golf equipment from members personal vehicles and setting it up on company golf carts; Setting up and maintaining practice facilities (driving range, chipping/putting green); Paying attention to members and guests needs as they arise and doing my best to fulfill them.
- Responsible for opening/closing of Golf Pro Shop; Assisting members/guests with setting up and checking in for tee times; Accepting and processing payment for golf, equipment, apparel, or any other merchandise available thru Point-of-Sale system; Assist with remedying/resolving any concerns or needs that arise throughout the day.
- Worked in Receiving Department of store unloading and sorting nightly supply truck.
- Ensured container matched with store log; Opening, removing, and sorting store merchandise into an organized area; Distribute merchandise to appropriate areas of the store using power equipment or pallet jacks; Stocking merchandise in their respected areas if needed.
- Conducted the duty of informing individuals of the requirements to take out a membership for the company.
- Developed a level of communication skills and interpersonal skills by helping and interacting with customers.

#### Member Service Associate

**Delta Corporation - 2004 – 2007**

#### Key Deliverables:

- Assisted members with hotel and car rental reservations and vacation packages.
- Collected and processed payments by members, handling 18K daily on average.
- Prepared and maintained files of customer reservations and itineraries for customer reference.

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- Assisted members with Mexican insurance, international drivers licenses, DMV transactions including registration renewals, license plate and sticker .
- Sams Club 10510 Parallel Parkway Kansas City, Ks 66109 (913)-693-0977.
- Call Center Environment Handles inquires via telephone regarding Primary Care Provider, Demographic changes, eligibility and general questions about .
- Resolving Member Services Issues and educating members on their plan and benefits Document all calls in Facets system and route to follow-up unit .

### EDUCATION

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High School Diploma - (Camden County High School - Kingsland, GA)

