

ROBERT SMITH

Merchant Services Representative

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

SUMMARY

Motivated and highly productive Merchant Services Representative professional with a merchant research background. Detail-oriented with strong skills in multi-tasking and efficient management of day-to-day office operations. Adept at building and maintaining effective working relationships with co-workers and outstanding interpersonal skills.

CORE COMPETENCIES

MS Office, Marketing, Project Management, Marketing Communications, Sales.

PROFESSIONAL EXPERIENCE

Merchant Services Representative

ABC Corporation - June 2014 – February 2014

Key Deliverables:

- Effectively managed a high-volume of inbound customer calls.
- Addressed and resolve merchant product complaints empathically and professionally.
- Defused volatile merchant situations calmly and courteously.
- Accurately documented, researched, and resolved merchant technical issues.
- Managed merchant calls, emails, and online chats effectively and efficiently in a complex, fast-paced, and challenging call center environment.
- Referred unresolved merchant grievances to designated departments for further investigation.
- Resolved service, pricing, and technical problems for merchants by asking clear and specific questions.

Merchant Services Representative

Delta Corporation - 2009 – 2014

Key Deliverables:

- Call Bank of America Merchants by phone to assist with new software download onto their POS machines step by step to upgrade terminals using TSYS.
- Actually receive calls from merchants, banks, and sales representatives in regards to merchants accounts. Generally accounts receivable functions, missing.
- High call volume finish calls in a timely timeframe, customers were all wills please after I finish the call, had a good sense of what the call was.
- Responsible for increasing the Merchant Services portfolio for 36 National City Bank branches.
- Coordinated marketing and sales efforts with the staff and patrons of assigned branches.
- Negotiated and closed new sales.
- Scheduled and attended sales appointments with customers sometimes with respective bank managers.

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EDUCATION

- High School Diploma