

ROBERT SMITH

Merchant Services Representative

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SUMMARY

Dedicated professional, detail-oriented self-starter and congenial salesperson. Background in outside sales, online marketing and customer service. Licensed for life and health insurance in Pennsylvania.

SKILLS

MS Office, Assisting Skills, Marketing Skills.

WORK EXPERIENCE

Merchant Services Representative

ABC Corporation - April 2004 – February 2005

- Received incoming calls from prospective and current merchants regarding their credit card processing accounts.
- Explained the percentages that they are charged for their credit card transactions.
- Gave assistance with chargebacks, retrieval requests, and sales draft requests.
- Assisted merchants in processing credit card transactions, returns, and voids.
- Gave detailed instructions in printing batch reports and closing the terminal.
- Fully explained merchants statements, transactions, and deposits.
- Assisted in locating transactions and forwarding merchants to technical support as necessary.

Merchant Services Representative

Delta Corporation - 2003 – 2004

- Ensure customers receive outstanding services with the business on providing them with an affordable solution for credit card processing.
- Quality checked and balanced monthly profit and loss statements for sales commissions, bank fees, merchant vendor revenue, and reconciled debit and.
- Maintained Point-of-Sale terminal inventory, welcome kit materials, tracked sales, and purchasing expenditures, developed a technical training manual.
- Customer Service support for in-house boarding platform, batch and merchant account oversight, sales contract reviews, and risk management focus per.
- Managed customer accounts providing solutions to their problems Provided authorization codes when the system went down Approved credit card purchases for.
- Train customers on the operations and functions of their merchant equipment Maintain customer records on merchant accounts, billing, inventory, and.
- Temporary assignment) Answered incoming calls from merchants in a call center Entered, verified, and processed merchants information into databases.

SCHOLASTICS

- GED