

ROBERT SMITH

Outbound Customer Service Representative

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

SUMMARY

Customer service and caring for the needs of others has been the focus of my life for the past 25 years. I have worked in advocate and management positions in both healthcare and business settings. I have been responsible for resident care, human resources and customer service.

CORE COMPETENCIES

Microsoft Office, Excel, Word, Power Point, Publisher, NSMLeads5 Portal, Multiple Transfer Screens, ADP Time Card Programs.

PROFESSIONAL EXPERIENCE

Outbound Customer Service Representative

Dialog Direct /Nationstar Mortgage - May 2015 – Present

Key Deliverables:

- Make outbound calls to mortgage holders offering them the opportunity to refinance their current home loans and transfer them to a licensed mortgage professional in order to get more information.
- Receive inbound calls from current mortgage holders, and transfer them to a licensed mortgage professional in order to get more information.
- Receive calls from current insurance policy holders to make payments via credit card or bank draft.
- Make calls to customers inquiring about insurance coverage and requesting information to be sent to them regarding new coverage.
- Cover the call queue and make sure that there are enough agents in both inbound and outbound to cover call volume.
- Perform agent side by side monitoring of call quality.
- Assist in making sure the department runs smoothly by ensuring that all agents are in the correct call status, assist them in making manual calls, train newly hired agents and answer any questions that agents have about how to run their systems.

Customer Service Representative

MD Communications - August 2011 – December 2014

Key Deliverables:

- Supervised a team of agents who prepared tax documents for clients.
- Remote accessed client computers for detailed assistance in tax preparation.
- Completed hourly reports, gathering information from multiple programs.
- Managed daily reporting of staffing hours and payroll.
- Answered customer calls that required supervisory attention.
- Managed the day to day tasks of the office and company.
- Possess strong computer skills, understand and able to remote access computer systems, filling and multiline telephone systems.

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EDUCATION

- Bachelors Degree in Business Administration - 2013 to 2016(American Public University - Charleston, SC)Associates Degree in Science - 1996 to 1998(Wayne County Community College - Detroit, MI)