

ROBERT SMITH

Outbound Customer Service Representative

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Phone: (0123)-456-789

SUMMARY

Approximately 3 years of call center experience (both inbound and outbound) seeking to provide employer with exceptional results in data entry or call center position. Can type approx. 60 words per minute. Proficient in Microsoft Word and Excel.

SKILLS

Fast Typist, Microsoft Word, Excell, And Powerpoint,

WORK EXPERIENCE

Outbound Customer Service Representative

ServiCom - January 2014 – October 2014

- Made outbound calls to both former and prospective customers of jackson-hewitt tax service, informing them of the advantages of continuing with (or switching to) jackson hewitt tax service.
- Informed prospective customers of any special discounts being offered at their local jackson-hewitt office and scheduled appointments for such customers.
- Made outbound calls to the owners of recently purchased vehicles to convince them to activate a 90-day free trial for siriusxm satellite radio.
- Educated each prospective customer of the value of siriusxm satellite radio by making relevant channel suggestions in music, news, and sports based on probing questions.
- Navigated multiple systems at once, including the siriusxm customer database, the servicom script and email capture application, and the client's main website.
- Informs clients by explaining procedures; answering questions; providing information.
- Obtains client information by answering telephone calls; interviewing clients; verifying information.

Inbound Customer Service

NCO Group - November 2006 – September 2008

- Position: inbound customer service and technical support representative.
- Answered inbound calls to support t-mobile customers with technical support and customer service related issues.
- Responsible for navigating multiple systems at once, including the t-mobile subscriber database, t-mobile policies intranet, t-mobile service locations map, and general website t-mobile. Com.
- Responsible for conversing with customers while simultaneously documenting all steps taken to reach call resolution and updating the t-mobile subscriber database.
- Placed orders for t-mobile handsets and renewed service contracts for t-mobile subscribers.
- Provided technical support, including troubleshooting for the connectivity and functionality of t-mobile handsets.
- Was named director's rock star (a monthly award for top quality scores) for november 2007.

SCHOLASTICS

- B.A. in Economics - December 2004(University Of Illinois At Urbana - Urbana, IL)
High School Diploma - June 2002(Hononegah Community High School - Rockton, IL)