

# Robert Smith

## *Outbound Customer Service Representative*

### PERSONAL STATEMENT

Looking to secure a challenging and responsible position with a stable organization to gain experience, and knowledge to become an asset to the organization. I have expert skills in email, internet and data entry. I have excellent customer service skills.

### WORK EXPERIENCE

#### ***Outbound Customer Service Representative***

**PLDS - May 2011 - Present**

##### *Responsibilities:*

- Taking inbound calls or making outbound calls to homeowners who are looking for a home improvement contractor.
- Helping them submit their request, and then upselling additional requests through homeadvisor.
- Complete outbound call campaigns delivering exceptional customer service process credit card and check orders.
- Research required information using available resources and provide customers with product, service information through a sales script.
- It is outbound calling for companies wanting to make appointments and meetings and information about campaigns they are currently holding with online scripting and leads to call.
- Promotes products and facilitates customer needs to utilize company's products or services.
- Maintain the accuracy of Call center directory by making sure that it was the right number and the person, and update where necessary.

#### ***Inbound Customer Service Representative II***

**PLDS - April 2008 - April 2011**

##### *Responsibilities:*

- Fast paced inbound calls- assisted the home owners in setting up their new loss files for the damage sustained to their property.
- Answer questions on the status of their claim in regards to: their checks being mailed, documents received, need an inspection of repairs, etc.
- Process merchandise transactions, returns and exchanges.
- Answer phones and any questions regarding sales within the store.
- Maintain clean work area and replenish required supplies.
- Go over daily sales goals with front end cashiers. Stock end caps at front of store when needed.
- Complete opening and closing operations when needed

### Education

Diploma - 2007(Precision High School )

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Billing, Computer  
Hardware, Customer  
Service, Sales  
Management

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)