

Outbound Customer Service Representative

ROBERT SMITH

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Objective

Results-oriented Customer Service Agent bringing hands-on experience and exceptional leadership and communication skills.

Skills

Customer Service, Microsoft Office, Microsoft Excel, Powerpoint

Work Experience

Outbound Customer Service Representative

Apollo Education Group Inc - June 2014 – April 2015

- Ability to make a high volume of outbound phone calls using electronic contact and recording systems, while maintaining a professional demeanor.
- Excellent organizational skills to handle the large volume of daily calls and tasks.
- Maintain departmental quality and productivity standards (95 calls per hour and 28 successful transfers per day).
- Provided accurate and appropriate information in response to customers inquiries.
- Demonstrated mastery of customer service call script with in this imperfect timeframes.
- Maintained up-to-date records at all times.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction. Provided cross training to many staff members.

Customer Service Representative

Circle K Corporation - April 2013 – July 2013

- Schedule appointments and make follow up calls
- Verify patients' insurance information to determine eligibility
- Perform general physical examination and record findings
- Provide doctors with information on physical findings
- Register patients by verifying records
- Collect payments from patients once medical services are rendered
- Review medical records to ensure completeness and file information appropriately

Education

Diploma - 2002(Calvine High School - Sacramento, CA)