

ROBERT SMITH

Outbound Customer Service Representative

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

SUMMARY

Eleven years administrative experience in diverse business settings with extensive hands-on experience in marketing, account management, customer service, operation support and logistics. Highly knowledgeable in data analysis and service existing accounts.

CORE COMPETENCIES

Customer Service And Relationship Management/ Document Creation And Maintenance/ Administrative Support/ Advertising & Promotions/project Management/ Research And Reporting/ Account Management/ Data Entry/ Sales Support/ Problem Identification And Resolution/ Alphanumeric Filing/ Cross-functional Communication/ Reception Duties

PROFESSIONAL EXPERIENCE

Outbound Customer Service Representative

Hanjin Shipping America - 2011 – Present

Key Deliverables:

- Provided wide range of administrative and customer support to outbound department.
- Performed contract amendment of carriage and prepared documents to ensure the exporters have complied with all federal export regulation and standards.
- Tracked freight movement and resolved any delays or other problems with the shipment.
- Handled high value inbound calls to ensure adequate service is maintained.
- Coordinated and facilitated logistics management such as logistic trade-off and network configuration. Reviewed ships schedule and booking records to plan schedule work activities.
- Resolved shipping and ordering issues to ensure export goods complied with federal regulations.
- Generated related reports and in classifying rating cargo according to tariff rates to minimize capital losses.

Process Technician

Freescale Semiconductor - 2006 – 2009

Key Deliverables:

- Executed data analysis in compliance with standard processing procedures, while assuming full responsibility in identifying defects and redundancy in operations.
- Successfully trained six new process associates regarding equipment operations and various processes; developed team members committed to optimal productivity.

ROBERT SMITH

Outbound Customer Service Representative

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

- Worked collaboratively with other personnel and departments to properly identify and resolve production-related issues.
- Revitalized existing procedures that resulted to increase in staff productivity levels.
- Administered training to new technicians and operators on various implanter, etch, and metrology tools.
- Addressed and resolved relevant production issues and initiated process improvements to ensure production hit rate.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

EDUCATION

B.S. in Business Administrative - 2011(Colorado Technical University)BSBA -
(Colorado Technical University - Chandler, AZ)

