

# Robert Smith

## *Outbound Customer Service Representative*

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

I have experience in multiple fields of employment, (Legal, Call Centers, Mortgage, Healthcare) Almost all of my experience has been in an office setting. I am currently looking for any type of office work including but not limited to: Mortgage, Admin Asst, Clerical, Receptionist, Call Centers.

### **SKILLS**

Proficient With Microsoft Applications, ADP, FTP

### **WORK EXPERIENCE**

#### ***Outbound Customer Service Representative*** **Sirona Health - January 2012 - Present**

##### *Responsibilities:*

- Initiating outbound phone calls and answering inbound telephone inquiries from callers as they relate to the health products and insurances provided by many clients.
- Assist my supervisor and manager with side projects as needed. Projects include training new hires on projects, voice mails and returning calls.
- Assist on any projects that hours are needed for. I have assisted on 5 different projects in the duration of my employment with sironahealth.
- Worked with outbound sales, in a high call environment. Handled 200+ calls per day with auto dialer. Cross trained in medical services.
- Average 80 calls per day. Focused in followups of prescription medication.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Make reminder phone calls to remind donors about next day pickup. Call people on a list with phone numbers and addresses that is printed out and given me to try and see if customers have anything they would like to donate.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

#### ***GOV Mod Team Lead (Supervisor)*** **Urban Lending Solutions - May 2010 - December 2011**

##### *Responsibilities:*

- Supervised a team of loan processors to ensure daily production is complete.
- Talked directly with the client (bank of america) and our main office in colorado.
- Worked closely with microsoft excel, outlook, word, power point, and adp.
- Worked closely with fed-ex shipping and tracking, as well as fed-ex envelopes daily.
- Manage data entry procedures such as entering procedure codes and diagnosis into databases
- Categorize and label medical documents.
- Take messages and relay them to healthcare professionals

## **Education**

Computer Programming - August 2004 to July 2005(Bradford School  
- Pittsburgh, PA )Academic Studies - August 2000 to May 2004(Edison  
High School - Richmond, OH )