

# Robert Smith

## Outbound Customer Service Representative

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### SUMMARY

I am currently employed at APAC Customer Services. I work as Outbound Call Representative. I am looking to expand my customer service experience.

### SKILLS

Call Center Inbound And Outbound, Customers Service, Distribution /assembly Line

### WORK EXPERIENCE

#### Outbound Customer Service Representative

APAC Cutsomer Services - August 2014 - Present

- I am an outbound customer service representative on behalf of microsoft, i invite business to events and / or to gather information.
- My phone skills got better, typing is faster, and also more experience with office 365 and excel. Patience is a big accomplishment here too!.
- Communicating through the phone and via outlook, also paying attention to every single detail they give me over the phone or voicemail, and putting in data into crm & sharepoint.
- Setting appointments via salesvue for events.
- Accomplishes sales and organization mission by completing related results as needed.
- Placed calls to customers when changes have been made on their accounts, readdress change or new pick up date.
- Enter new customer information into system, identify and escalate priority issues, route calls to appropriate resource and document all call information according to standard operating procedures.

#### Janitorial

Fidelity Building Services - August 2012 - August 2014

- Make calls to doctor's offices to complete surveys.
- Handle phone communications through both Inbound and outbound calling.
- Verifying and offering information.
- Making sure doctor's information are correct and processed accurately
- Place outbound calls to medical facilities requesting chart copies for medical record reviews.
- Schedule a convenient time for registered nurses to go retrieve charts from medical office.
- Complete contract forms, prepare change of address records, or issue service discontinuance.

### EDUCATION

High School Diploma in Digital Media - 2008 to 2012(Roosevelt Senior High School - Minneapolis, MN )