

ROBERT SMITH

Personal Service Representative II

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Performance driven professional experienced in coordinating projects, data and business analysis, customer service operations, and staff development. Analyzes and resolves problems and drives improvements in operations and processes. Adept training, leadership, organizational, and communication skills.

2009 - 2011

PERSONAL SERVICE REPRESENTATIVE II - ABC CORPORATION

- Matches customers with volunteer jobs to develop the customers work skills and experience leading to unsubsidized employment Career Counseling.
- Provides useful regional labor market information to help customers develop career goals.
- Provides information on opportunities, qualifications, and expected pay in various industries and occupations.
- Provides information relating training courses and pre requisites to employment goals.
- Provides electronic, print and other resources to help customers make career and job search decisions.
- Connects customers, who may benefit from other career office staff specialists or other community resources, to that specialist or resource.
- Helps customers relate employment goals to their current skills, experience, abilities, and interests.

2010 - 2015

PERSONAL SERVICE REPRESENTATIVE - DELTA CORPORATION

- High volume inbound call center received approximately eighty calls per day, assisting, directing and setting up open enrollment insurance policies .
- Outbound calls were required to insure that all policies were in good standing and active.
- Position required strong communication skills as well as computer literacy.
- Banking Dealt with customer inquiries regarding account information.
- Placed orders for checks and debit cards when applicable.
- Achieved annual service goals resulting in an increase of service measurement scores, achievement of sales goals, and improvements in productivity .
- Case management, assisted clients with effective job search techniques; Assessed and tracked clients progression in the program; Facilitated support .

EDUCATION

Paralegal in Law - (Anne Arundel Community College - Arnold, MD)

SKILLS

Microsoft Office, SQL, Delphi, Opera.