

ROBERT SMITH

Lease Administrator/Rental Agent

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As a highly self-motivated individual with strong track record in delivering high quality customer service and performance, my objective is to obtain a position in a well-established environment that will utilize my skills and enhance my capabilities further.

MAY 2014 - 2019

LEASE ADMINISTRATOR/RENTAL AGENT - ENTERPRISE RENT-A-CAR

- Worked as a team member performing cashier duties, product assistance and cleaning.
- Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- Expressed appreciation and invited customers to return to the store.
- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.

2009 - 2014

RENTAL AGENT - ABC CORPORATION

- Key holder Open and close office.
- Set appointments for rentals.
- Turn all vehicles on make sure they are running smoothly, take care of any mishaps such as flat tires bad engines; if cars need painting, get them to proper business, if cars need washing and detailing get them there.
- blow up balloons for all cars, let down windows for marketing, clean trash and debris from roads and neighboring stores to keep up appearance and cleanliness, water plants, return missed calls from previous night, call all clients due in for returns and promote extensions on vehicle.
- Collect cash for rentals.
- open and close rental office Accomplishments My diversity and strong will allowed me to meet and build professional loyalties with clients..
- Learned so much about cars the care and maintenance of a car company which is very extensive Skills Used Common sense, quick wits, the willingness to work hard in any circumstances to get the job done.

EDUCATION

GED - 2000(Covenant House - Brooklyn, NY)

SKILLS

Word, Excel, PowerPoint, Quickbooks, Customer Service.