

# ROBERT SMITH

## Returns Processor III

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Experience providing loan and billing support to mutiple dealerships. Order Processing Representative with 3 years experience researching credit card fraud. Detail-oriented in reconciliation of customer's account. Learns quickly and adapts to new technologies.

## EXPERIENCE

### Returns Processor III

#### Qvc - SEPTEMBER 2005 - 2020

- Received packages, scan bar code on the computer, verify, inspect and clean customers returns to ensure that they meet the quality standards and that they are ready to go back to stock.
- Credited the customer according to the packsliips information.
- Used Basic computer skills and reading, hands on job and be fast.
- Managed daily quotas on assembly line set up Processed returns via box scanning requirement, redirection of boxes and coding of returns.
- Processed customer orders using QuickBooks efficiently Prepared orders for a shipment while maintaining complete accuracy Entered customer orders.
- Responded to customers correspondence in a professional manner, enter accurate data into a customers account.
- Ensured accurate payment and shipping method, utilize various software applications to navigate to correct items to be packed and shipped.

### Returns Processor

#### Delta Corporation - 2000 - 2005

- Managed daily quotas on assembly line set up Processed returns via box scanning requirement, redirection of boxes and coding of returns.
- Computer and products handling processing shipment returns.
- time consistent.
- To process,refund exchange,package returns, keep area clean and safe.
- Accurate estimated timing.
- Skills Used Computer,scanning,auditing,and good presentation.
- Processed customer orders using QuickBooks efficiently Prepared orders for shipment while maintaining complete accuracy Entered customer orders.

## **EDUCATION**

- Diploma In Medical Assistant - January 2009(Star Career Academy Of New York - New York, NY)

## **SKILLS**

Basic Computer Skill, High Fluency On Both English And Spanish.