Robert Smith

Direct Sales Advisor

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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PERSONAL STATEMENT

Excellent oral and written communication skills, and as well as interpersonal and organizational skills. Committed to meeting deadlines and able to work in a fast paced environment. Motivated, reliable, ambitious, hardworking and dedicated. Superior customer service abilities.

WORK EXPERIENCE

Direct Sales Advisor

ABC Corporation - March 2015 – June 2015

Responsibilities:

- Effectively managed a high-volume of inbound customer calls.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Defused volatile customer situations calmly and courteously.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Resolved service, pricing and technical problems for customers by asking clear and specific questions.
- Reached above daily and weekly metrics for the call center.

Sales Advisor

Hennes And Mauritz (H&M) - 2013 – 2015

Responsibilities:

- Assist in customer service in cash point or in a department.
- Garment care items in the store and placing them on the sales floor per company visual standards.
- Handle cash registers and assist costumers with returns and exchanges.
- Close different departments in the store upon management request.
- Received a star of acknowledgement for taking extra shifts and responsibilities.
- Skills Used Bilingual skills, cash register operations, speed and efficiency.
- Team player, and open to feedback..

Education

Associates In Science in Medical Assisting - August 2015(ECPI University)

SKILLS

Customer Service, Clerical, Sales.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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