

Robert Smith

Pre-school Teacher

PERSONAL STATEMENT

5 years of experience as a School Teacher is seeking a position as a Customer Service Representative or related position with a growing company.

WORK EXPERIENCE

Pre-school Teacher

St. Marks Child Development Center - 2014 - 2017

Responsibilities:

- Organize activities or implement a curriculum that allows children to learn about the world and explore interests.
- Develop schedules and routines to ensure that children have enough physical activity, rest, and playtime.
- Tutored grades k-9 including selective remedial students from 7th-9th grades specializing in reading.
- Organized classroom settings, field trips and fundraising for the After School Program.
- Effectively communicated to parents and children to resolve problems.
- Collaborated with staff to organize field trips.
- Enforced communication with parents on students behavior and performance.

Telemarketer

National Kidney Services - 2012 - 2014

Responsibilities:

- Contact 300 private individuals through daily outbound calls to request donations for charitable causes, received inbound calls, resolved questions and concerns from former and present donors.
- Perform daily administrative tasks such as maintaining and updating client information, processing paperwork, and maintaining contact with the supervisor by mail, fax, and phone from the home-based office.
- Maintained attendance expectations.
- Maintained expectations regarding call quality and resolution time.
- Multi-tasked systems while providing service and resolving customer issues, upgrades, etc.
- Received several perfect customer feedback ratings.
- Administered logging procedures which included faxes, emails, and web orders.

Education

AA in Early Childhood Education - (Central Piedmont Community College - Charlotte, NC)

CONTACT DETAILS

1737 Marshville Road,
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www.qwikresume.com

SKILLS

Mircosoft Office,
Telephone/Fax,
Copier/printing, Microsoft
Office, Mac OS, General
Office Equipment
Proficiency, Customer
Service, Multi-line
Phones, And
Appointment Scheduling.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)