ROBERT SMITH

Senior Customer Service Agent II

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SUMMARY

Dependable Food and Beverage professional, offering experience in multiple roles including, Catering, Sales, Administrative and Management a productive team leader, with strong communication skills. Focus is maximizing the enjoyment of food to customers.

SKILLS

Ability To Work/prioritize Numerous Projects Simultaneously.

WORK EXPERIENCE

Senior Customer Service Agent II

Luxottica Retail - June 2014 – 2020

- Created standard email texts used in Oracle Service Cloud utilized by the department daily; thus making replies to customer emails more efficient.
- Processed time cards for 600+staff verified & entered daily hours, generated reports.
- Tracked office inventory and ordered supplies, coordinated with customer and couriers.
- Handled 200+lines switchboard, successfully troubleshoot & resolved customer issues.
- Facilitated training for new employees Knowledge of airport operations & communication Maintained awareness of DOT and FAA regulations Emergency & .
- Operated CAD system including validations and completes entries and records Maintains all GCIC required certifications, enters information into the .
- Performed hit confirmation on wanted people.

Senior Customer Service Agent

Delta Corporation - 2011 – 2014

- Marine Del Ray, CA Assisted in Payroll processing & provided customer service to high volume of customer.
- My role requires in-depth analysis of order entry, diagnose errors as well as input correct coding and consumer data to ensure successful order results.
- As a senior agent, I have the additional responsibility of monitoring and answering hundreds of emails and investigating/solving misplaced orders and packages.
- Also work brand specific emails that are forwarded directly from Luxotticas overhead Italy customer care department.
- Due to my attention to detail and dependability, I have gained the extra responsibility of working special obligations directly assigned by leadership throughout the company.
- These tasks include resolving/processing special orders, conducting research and following up on significant incidents.
- My growth as a Senior associate has greatly contributed to the department in numerous ways Mentor and coach new agents.

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SCHOLASTICS

- Bachelor of Arts in Fashion Merchandising - (Howard University)

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