

# Robert Smith

## Senior Customer Service Agent/Consultant

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **PERSONAL STATEMENT**

Conduct needs analysis to identify the necessary skills needed across all levels of the organization Manage shipment information through a variety of. Managed, Input, and altered coworker Time Cards into the corporate system for payroll entry. Assist callers with prescription drug benefits and services -Provided positive customer service to members as needed -Learned proprietary software.

### **WORK EXPERIENCE**

#### **Senior Customer Service Agent/Consultant** **FedEx Express - September 2014 - 2020**

##### *Responsibilities:*

- Obtained customer information such as name, address, and payment method, and enter orders into computers.
- Provided superior, friendly, and efficient customer service at time of rental and return using the company approved sales and service techniques.
- Facilitated rental process; verification and documentation of all necessary driver information to provide for an efficient and timely rental.
- Used software applications to document calls made and received.
- Retrieved computer records and enters or updates databases; prepares reports.
- Responded to between 50-100 combined emails and phone inquiries per day regarding F customer complaints -Participated in live chat sales, answering .
- Handled incoming calls for customers / Completed voluntary customer training to learn to learn ways to enhance customer satisfaction Handled customers.

#### **Senior Customer Service Agent** **Delta Corporation - 2013 - 2014**

##### *Responsibilities:*

- Handles manager assist calls Customer supplier alignment with Call Center and LA Metro Stations Instrumental in the development of the Tell A Service .
- Responsible for issues related to deposits, funding, statement inquiries, surcharges, rates, competitive rate quotes, account maintenance (addresses, .
- Follow up/check on applications, follow up/check on equipment deployment, submit deployment requests, submit credit/debits, submit bonus paperwork (i.
- Facilitated a client-focused, service-oriented environment vital to maximizing customer satisfaction.
- Responsible for monitoring budgetary compliance, controlling shipments, and managing records.
- This is Dummy Description data, Replace with job description relevant

### **SKILLS**

Microsoft Office  
Programs, EMR,EPIC, Call  
Center Experience,  
OBGYN,Pediatric,  
Internal Medicine,  
Typing, Great  
Organizational &  
Customer Service.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

to your current role.

- This is Dummy Description data, Replace with job description relevant to your current role.

## **Education**

Radio Broadcast Operations - 2014(Ohlone College - Fremont, CA)