

Robert Smith

Senior Representative

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Address: 1737 Marshville Road, Alabama

SUMMARY

Self motivated individual looking for the right employer in either a warehouse or entry-level office position. Eight years of experience in customer service, both customer facing and over the phone. Over years of experience working in a end consumer stock room/warehouse with maintenance duties.

SKILLS

Proficient In Microsoft Word, Organizing.

WORK EXPERIENCE

Senior Representative

ABC Corporation - August 2011 - October 2015

- Checks to ensure that appropriate changes were made to resolve customers problems.
- Compares disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.
- Solicits sales of new or additional services or products.
- Reviews insurance policy terms to determine whether a particular loss is covered by insurance.
- Resolves customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Refers unresolved customer grievances to designated departments for further investigation.
- Obtains and examines all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.

Senior Representative

Delta Corporation - 2009 - 2011

- Include taking data and customer service oriented calls that were unable to handled by tier 1 support, additional training on products and services, .
- Rotating schedule with other Senior Reps.
- to handle the supervisor escalated call queue Set-up and distribution of the Try-It-Out program Calls scored monthly must be at a performing/leading .
- Worked side by side with upper management Resolving and answering question for our teams Taking calls for escalated customer issues Run log in/out .
- Skills Leadership, Presentation for Large Group of Diverse People, Educate the Uneducated.
- Provide excellent customer service when on the field -Provide families with FNAs(Financial Needs Analysis) -Express great energy everyday .
- Albany, OR 2004- 2011 Paperwork Team - Special Investigations Unit Contacted consumers when additional paperwork was needed to complete claim Senior .

EDUCATION

Bachelor's in design and development - September 2005(University of Wisconsin)