

Robert Smith

Service Appointment Coordinator

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SUMMARY

To obtain a Service Appointment Coordinator position where my clerical background, as well as my retail management experience and customer service skills, can be utilized to their fullest potential and also gain the knowledge and experience that would accompany that position.

SKILLS

Customer Service, Computer Skills.

WORK EXPERIENCE

Service Appointment Coordinator

ABC Corporation - March 2015 - 2021

- Responsible for operating a high volume call directory, courteously and efficiently assisting all incoming and outbound calls for follow ups and reminders Superior Customer Service Scheduled daily service Greeted Customers and maintaining a clean and clear area.
- Provided high level of service to our customer to ensure that all needs are met Discussed type, quality and number of merchandise required for purchase Recorded inventory Received payments, issue receipts, refunds, credits, or change due to customers Data Entry Accomplishments My accomplishments at this job was the ability to be able to expand customer service experience.
- Able to drive customer service to another level, interacting with people and setting my goals was everyday motive.
- Used Skills demonstrated at this job was my people skills the ability to respect others how I want to be respected.
- Strategically scheduled service appointments based on clients needs in accordance with technicians capabilities.
- Received new vehicles and completed paperwork for their inspection and preparation to be sold.
- Daily followed-up calls with clients ensured maximum satisfaction of their service.

Service Appointment Coordinator

Delta Corporation - 2011 - 2015

- Service Appointment Coordinator work consisted of Answering phone calls Making Service Appointments Customer Service Fully Trained Renyolds and .
- Delivery Coordinator Working one on one with customers Doing All the paperwork once they purchase the vehicle Making deposits Bank runs Going over .
- Worked for the Fiance Manager at this point.
- Albany County, NY Service Appointment Coordinator Answering all service calls Transferring Phone Calls Making Appointments Advising customers about .
- Customer Service Fully trained on Computers Master of the phones Filed For the whole service Department Lia gave me the fundamentals to become a .
- Provided assistance for external services for emergency situations, such as flat tires, etc.
- Diagnosed immediacy of appointment for individual issues Utilized computer systems for cataloguing and scheduling appointments for customers and .

EDUCATION

MS