

ROBERT SMITH

Service Counselor/Analyst

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

A diplomatic and flexible leader with strong interpersonal skills and the ability to break down cross-cultural communication barriers. Adopt at strategically identifying, devising.

CORE COMPETENCIES

Languages, Customer Service, Administrative .

PROFESSIONAL EXPERIENCE

Service Counselor/Analyst

ABC Corporation - May 2014 – November 2015

Key Deliverables:

- Identified and analyzed customer needs to ensure high customer satisfaction, growth, and retention of business.
- Developed agent/policyholder relationships while promoting company branding and marketing efforts.
- Fielded client inquiries with primary responsibility for resolving client concerns, including endorsements.
- Explained commercial policy, coverage, billing, and eligibility provisions relating to unique circumstances.
- Generated Certificate of Liability, Evidence of Property, Loss Runs, Merit Coding.
- Educated agents and policyholders on new and existing products, services.
- Ensured all policy transactions such as screening, quoting, renewals, endorsements.

Service Counselor

Delta Corporation - 2009 – 2014

Key Deliverables:

- Teach, motivate, and consult clients on weight loss and nutrition, update client notes on progress during each visit, sales on weight loss products, .
- Dispatched incoming calls for members in need of emergency roadside assistance Answered customer questions Effective listening Handled over 200 .
- Answered up to 50 inbound calls from Auto Club members on a daily basis.
- Assisted customers facing automobile trouble; listened carefully to customers; ensured customers had a sense of security in the knowledge that help .
- Dispatched contractors and followed up to ensure service was rendered in a timely manner.
- Responsible for prospecting new areas to market and sell cemetery and funeral needs, property, and services.
- Exceeded team sales goals by 15%.

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EDUCATION

- Bachelor of Professional Studies in Technical Management - (DeVry College of New York - New York, NY)