

Robert Smith

Jr. Service Counselor

PERSONAL STATEMENT

Seeking either a part time or full time permanent position that can accommodate part time schedule if necessary here at the city. These professionals help people find the right job for them.

WORK EXPERIENCE

Jr. Service Counselor

ABC Corporation - 2009 - 2010

Responsibilities:

- Assessed member SOS cases relating to receivers, dispatchers, contractors.
- Emergency personnel as well as diffusing high tension situations.
- Sold and educate members on their policy and benefits.
- Provided professional customer service while working in time-sensitive conditions.
- Extensive AAA training including CCAD, IRAS, Kronos, and MRM Portal.
- Repeatedly team leader in Call Handles time.
- Provided case management and support services to an assigned caseload.

Service Counselor

Delta Corporation - 2008 - 2013

Responsibilities:

- Service calls, customer service call center.
- Respond to emergency roadside calls using professionalism and empathy.
- Enter data into automated dispatch using different software programs.
- Utilize problem solving skills to handle member request or complaints.
- Service and reissue insurance policies, provide "A" level customer service, handling of payments.
- Answering high volume of calls for checking, savings, and credit card accounts.
- Performing various tasks for accounts such as balance transfers and account inquiries.

Education

Bachelor of Science in Human Services - (Hilbert College - Hamburg, NY)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Property Management,
Customer Service, Sales,
Accounts Receivable.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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