

Service Counselor/Representative

ROBERT SMITH

Phone: (123) 456 78 99

Email: info@qwikresume.com

Website: www.qwikresume.com

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road,
Alabama

Objective

Money motivated bilingual (Spanish) salesman seeking a stable company in which to excel. Consistently in the top of sales force, capable of working independently, leading others.

Skills

Communication Skills, Management.

Work Experience

Service Counselor/Representative

AAA Auto Club Enterprises - January 2015 – 2020

- Completed case notes using the HMIS and CATCH (Citrix) Database.
- Provided employment, counseling, and case management services to homeless women and men.
- Developed a Peer Retention program for current clients.
- Served as a support system for employment retention, maintenance, and progression.
- Assisted clients in increasing their skills by recruiting for, developing.
- Executed on-site training opportunities and by connecting clients to off-site training opportunities.
- Conducted individual employability assessments and provided feedback according to results.

Service Counselor

Delta Corporation - 2010 – 2015

- Answering calls for motorists in emergency situations Recording and documenting member requests for emergency road service Relaying all requests for .
- Processed applications, payments, corrections, endorsements and cancellations Presented and clearly explained insurance policy options to clients .
- Handle 60 to70 daily calls in regards to managing Insurance policies .Collected Payments and updated customer policies via the internet.
- Customer Service, Answer Phones & Greeter Personal Assistant & Dispatcher Front & Back Office & Reports Memberships & Mileage Reimbursements.
- Handle 60 to70 daily calls in regards to managing Insurance policies .Collected Payments and updated customer policies via the internet.
- to 2002 Responsible for receiving payments for car insurance and posting to accounts Assisted customers with their policy, made any necessary changes.
- Utilized computer skills while maintaining important documentation regarding account holder.

Education

Psychology - August 2009(University of Akron)