

# ROBERT SMITH

## Service Experience Specialist

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

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### SUMMARY

Results-oriented, strategic sales professional with 4 years in the retail industry. Service experience specialist who is highly energetic, outgoing, and detail-oriented. Handles multiple responsibilities simultaneously while providing exceptional customer service. Dedicated, focused, and excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Seeking a role of increased responsibility and authority.

### CORE COMPETENCIES

People Development, Self Starter, Developing Strong Customer Relationships, Multitasking.

### PROFESSIONAL EXPERIENCE

#### Service Experience Specialist

**ABC Corporation - May 2016 – July 2016**

##### Key Deliverables:

- Welcomed customers into the store and helped them locate items.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Shared best practices for sales and customer service with other team members to help improve the stores efficiency.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Answered customer telephone calls promptly and in an appropriate manner.
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- Determined customer needs by asking relevant questions and listening actively to the responses.

#### Service Experience Specialist

**Delta Corporation - 2011 – 2016**

##### Key Deliverables:

- Provided exceptional customer service while showing professionalism and initiative.
- Provided customer and employee resolution through the use of Outlook, Microsoft Word, Excel, and by telephone.
- Accounted daily for company mobile computers and devices as well as educate others on how to use the appropriate equipment to ensure customer service .
- Educated sales people on all selling tools and processes -Motivated and inspired teams to adopt initiatives like Rewards, MPOS, and Personal Book -.

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- Service Experience Specialist Responsible for all aspects of customer service including problem solving, retrieving and fulfilling orders, .
- Service Experience Specialist Identify and mediate customer issues Train employees on digital record keeping, register functions and outreach.
- Give good customer service to each every customer.

### EDUCATION

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