

Robert Smith

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Support Representative/Executive

SUMMARY

Secure a position in which customer service experience and retail knowledge can be used for professional growth. Experience and skills for the development of the company.

SKILLS

Customer Service, Telephone Skills, Creativity.

WORK EXPERIENCE

Support Representative/Executive

ABC Corporation - August 2009 – March 2010

- Prepared and presented briefings, reports, analyses, and recommendations to assist PEOs and PMs in formulation of logistics program planning and execution.
- Provided technical expertise and exercised the full range of supervisory duties to include resolving work problems, planning work.
- Dealt with a variety of personalities, varying viewpoints, and personnel with different goals and objectives, and be able to negotiate a suitable solution.
- Demonstrated knowledge and skill applying analytical and evaluative methods and techniques to issues and studies.
- Improve work operations and maximize available resources. Demonstrated knowledge of installation acquisition and logistics.
- Demonstrated broad knowledge of and skill in applying analytical and evaluative methods and techniques to collect and assess system data.
- Confer with customers by telephone or in-person to provide information about products or services, enter orders.

Support Representative

ABC Corporation - 2005 – 2009

- Was a member of the Sears Voice Project Office.
- Sears was my only customer.
- As a Field Service Representative, I performed remote diagnostics and remote software fixed when possible on ROLM telephone systems for the Sears and Discover Card networks.
- If a hardware fix was needed, I would advise the field technicians as to the problem.
- Also assisted service technicians in the field with software help when needed.
- As a Software Support Representative, I performed routine and non-routine remote software changes on ROLM telephone systems for Sears and Discover Card networks.
- Advised service technicians and customers as to software solutions..

EDUCATION

Certificate - (Obtained Vocational)