

Support Representative II

ROBERT SMITH

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Objective

To obtain and secure a position that will enable to use organizational skills, ability to work well with people, quick learning skills, and to have the opportunity to learn and improve skills.

Skills

Outlook, Microsoft Office, Spreadsheet, Ms Excel.

Work Experience

Support Representative II

ABC Corporation - February 2014 - August 2016

- Provided administrative support and customer service by updating clients on the status of their cases.
- Accounts Receivable Answered phones Ran errands and light cleaning Data entry Processed all phone, fax, mail.
- Responsible for providing customers with accurate answers to questions and complaints regarding products and services.
- Performed data entry for purposes such as processing orders, accessing previous orders and special orders.
- Suggestions and recommendations to Supervisor/Manager in an effort to continually improve customer service operations.
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Scheduled callbacks to customers where necessary; Stay current with system information, changes, and updates.

Support Representative

ABC Corporation - 2011 - 2014

- I offered technical support for clients with the MacPractice medical software.
- Helped to trouble shoot several different issues clients experienced technically, over the phone.
- Also helped test the software when new builds were to be released.
- I increased my computer skills and customer service skills on a different level.
- Skills Used Typing over 100 WPM.
- 10-key skills Relating to customers and giving great customer service.
- Learning more about computers.

Education

- (Texas Career Institute)