

ROBERT SMITH

Support Representative I

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

A customer service representative supports customers by providing helpful information, answering questions, and responding to complaints.

EXPERIENCE

Support Representative I

ABC Corporation - OCTOBER 2009 - AUGUST 2010

- Responsible for tracking shipments for customers, answering questions about weight, size, dimensions and safety requirements for shipments.
- Handling claim reports, damage reports, customer complaints, shipping processing and ordering supplies for businesses.
- Duties involved handling inquiries quickly and efficiently and maintained knowledge of shipments to ensure its tracking route to correct destinations.
- Solved account discrepancies and prepared adjustments and refunds for approval as necessary.
- Assisted collectors with resubmission or request for reviews of claims denied, claims not on record and underpaid claims.
- Recorded detailed solutions in the call tracking system for subsequent calls.
- Demonstrated abilities to establish priorities, with sound business judgment.

Support Representative

ABC Corporation - 2007 - 2009

- First Support Representative for SEMCAT Corporation.
- Answered and fielded any incoming phone calls covering a wide range of issues and services including tech support, new user training, account management, sales, new feature suggestions, and partnership opportunities.
- Managed electronic incoming issue board via phone and email.
- Created and defined the Support Representative position while supporting a peak of 1500 users with only one team member and 3000 peak users with two team members.
- Fielded up to 40 phone calls a day while managing an incoming issue board and internal tech support for the company.
- Moved to the Support Lead position when created..
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

- Bachelor in Business Management - (Greenville Technical College - Greenville, SC)

SKILLS

Strong Customer Service, Communications Skills.