

ROBERT SMITH

Support Representative II

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Thorough knowledge and understanding of business principles and concepts
Extensive entrepreneurial, managerial, administrative, sales, and customer service experience.

2010 - 2015

SUPPORT REPRESENTATIVE II - ABC CORPORATION

- Assisted merchants with customer service and technical support issues.
- Helped sales representatives with hardware issues and merchant installations.
- Worked with the sales managers in training new reps when needed.
- Created an Xcel spreadsheet to price potential savings and profitability on prospect accounts for sales reps.
- Assisted with the roll-out of the merchant service branch CANAM.
- Responsible for day to day processing and account handling of the arm of ACCPC.
- Created relevant sales documentation and training kit for the CANAM sales force.

2009 - 2010

SUPPORT REPRESENTATIVE - ABC CORPORATION

- Founded 1993, this 150-head enterprise was an early innovator in multi-channel publishing and content management for newsrooms.
- With 2 global offices and 800 peak clients, it was acquired by NewsCycle in 2014.
- Recruited direct from college to act as first-line, 24-hour support for high-value clients.
- Worked directly with client support teams to develop/implement middleware solutions so SAXOTECHs full catalog of services could work together effectively in diverse, deadline-sensitive environments.
- Major Contributions Led relationships with 12+ major state and regional publications, including on-site and on-call support.
- Averted loss of key client with [] weekly distribution by leading on-site software customization.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Bachelor of Fine Arts in Communications - (Long Island University C.W. Post



Campus)

SKILLS

Microsoft Office, Typing, Writing, Computer Repair.