

# ROBERT SMITH

## Support Representative/Executive

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

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### SUMMARY

Professional, enthusiastic person with experience working in a professional environment. Ability to work well with people and handle high-stress situations. Work well with clients.

### CORE COMPETENCIES

Outlook, Microsoft Office, Ms Word, Spreadsheet.

### PROFESSIONAL EXPERIENCE

#### Support Representative/Executive

**ABC Corporation - 2010 – 2015**

##### Key Deliverables:

- Data entry of all incoming Service-related requests. Applied loan payments and balanced loan register.
- Outbound service calls to Insurance Agents in the field.
- Notified clients of receipt of premium payment for money transfer.
- Provided backup telephone service for several departments.
- Created Excel spreadsheets for use by Vice-President of Operations.
- Provide on-site sales and support to MicroPro retail dealers in state territory.
- Promoted from Field Support Representative after one year in position.

#### Support Representative

**First Call Resolution - 2009 – 2010**

##### Key Deliverables:

- First Call Resolution is a incoming call center for customer support.
- It handles many clients.
- The first client I worked for was Jawbone.
- The expectations were high for this client and as a team we excelled.
- Im currently working for a new client, Airbnb.
- Some of my duties include(d) Receiving calls from customers Resolving customers issues Forwarding inquiries to other departments Educating customers about the product(s) Documenting each call Creating a welcoming tone for the customer Managing time De-escalating situations.
- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION

- 2000(Oklahoma Christian University)

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