

# Robert Smith

## *Jr. Support Representative*

### PERSONAL STATEMENT

Personable, patient and empathetic Customer Care Representative with extensive background in conflict resolution and customer care. Desires Patient Representative role.

### WORK EXPERIENCE

#### ***Jr. Support Representative***

**ABC Corporation - August 2007 - November 2008**

##### *Responsibilities:*

- Assist the Sales Team with accurate price quotes, proposals and RFPs in a timely matter.
- Supported more account managers in various locations. Track and nurture and manage all inbound inquirers.
- Assist customers with orders, make product suggestions and use proper metrics.
- Heavy call volume, receive calls from clients, internal teams, vendors, etc.
- Register and track vendor rebate programs on all eligible opportunities.
- Maintain and develop a high level of customer positive vendor relationships.
- Maintain knowledge of training on new vendors programs offered for Citrix.

#### ***Support Representative***

**ABC Corporation - 2005 - 2007**

##### *Responsibilities:*

- Customer Care Representative Receives customer inbound phone calls for false alarm call backs, placing alarm on test, call backs, police department requests for RP or updating of their findings.
- Troubleshoot customer technical alarm issues effectively and completely over the phone.
- Assists customer with questions and issues.
- Make the necessary and appropriate decision to dispatch an authorized service provider when on-site service is required.
- Maintain individual performance relative to inbound phone answer rates and customer satisfaction.
- Accurately schedule service appointments to meet customers needs..
- This is Dummy Description data, Replace with job description relevant to your current role.

### Education

Bachelor of Science in Accounting/Data Processing - (Central State University)

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Microsoft Office, Audio  
Editing, Video  
Production, Advertising.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)