

ROBERT SMITH

Sr. Telephone Service Representative

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

SUMMARY

Serviced focused professional seeking to transition into a field that allows to show the use of education, skill and experience. Highly motivated self-starter backed by a strong work history. Reliable team player with a strong work ethic.

CORE COMPETENCIES

Microsoft, Computer, Type 45 Wpm.

PROFESSIONAL EXPERIENCE

Sr. Telephone Service Representative

Novitas Solutions - July 2014 – 2020

Key Deliverables:

- Addressed customer service inquiries in a timely and accurate fashion.
- Researched and problem solved customer issues and provide effective solutions that meet the customers needs.
- Prepared and exchanged information with other business units.
- Ability to adapt to change and meet the changing demands of the work environment.
- Maintained strict confidentiality with customer, employee, and company information.
- Researched and answered all Medicare B telephone inquiries received from providers and other interested parties.
- Inquired normally cover general Part B information, claim status, and Medicare policy and procedures.

Telephone Service Representative

Delta Corporation - 2013 – 2014

Key Deliverables:

- Effectively managed inbound and outbound calls, documented all communications and resolved customers inquiries as needed.
- Focused on the individual needs of each customer, built relationships and drove engagement through exceptional customer service.
- Duties included taking messages for clients as well as paging clients.
- Included soliciting orders for goods or services over the phone in a call center environment which I contacted businesses and private individuals .
- Was required to answer questions, quote prices, input all information taken from customer in to the computer system and follow all client and program .
- Customer Service.
- October 2013 to March 2014 Obtain customer information such as name, address, and payment method, and enter orders into computers and/or take a .

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EDUCATION

- Bachelor's in Elementary Education - (Jones College)