

ROBERT SMITH

Asst. Teleservice Representative

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Exceptionally detailed, organized and highly accurate business professional with a unique ability to successfully manage multiple projects simultaneously. To provide a unique experience to the community while simultaneously building friendships with outside community resources. Consistently leverage organizational capabilities to facilitate well-run and streamlined office operations.

EXPERIENCE

Asst. Teleservice Representative

ABC Corporation - MAY 2014 - JANUARY 2015

- Provided information and advice about specific retirement options and computes estimated monthly benefits payable at various ages.
- Assisted with applications, claims, overpayments, underpayments, appeals, and waivers.
- Made determination of eligibility and ineligibility including all possible exclusions to income and resources.
- Identified need for social services of people interviewed and refers them to appropriate private, non-profit or government organizations.
- Investigated case situations and reconcile discrepancies causing interruption in the receipt of monthly benefits.
- Decided when critical payment system procedures should be used in sensitive or dire need situations.
- Ability to establish cooperative working relationships, and promote pleasant and effective interactions with administrators, peers, and the public.

Teleservice Representative

Delta Corporation - 2012 - 2014

- Customer service representative for Bank Of Americas home warranty plan.
- Sells inbound over phone.
- Top seller.
- Explains hearing process and time frames to non-represented claimants on the multitude of rules, regulations, and policies pertaining to their .
- Receive Incoming calls from callers to order various products seen on TV infomercials Listen and Log addresses for the customers who have placed .
- Provide customer service and assistance for customers who need assistance or help, setting up, servicing or ordering a particular product Upselling, .
- Promoting educational services to various consumers Work with other programs such as real estate, health care, and investment Processing

electronic .

EDUCATION

- Paralegal - (South Suburban College - South Holland, IL)

SKILLS

Customer Service, Microsoft Office.