

Robert Smith

Transfer Agent

PERSONAL STATEMENT

Seeking a Transfer Agent position with an outstanding career opportunity that will offer a rewarding work environment along with a winning team member.

WORK EXPERIENCE

Transfer Agent

ABC Corporation - April 2001 - November 2001

Responsibilities:

- Managed customer calls effectively and efficiently in a complex, fast-paced, and challenging call center environment.
- Handled and processed paperwork between the client and the Auto-manufacturer of the buyback.
- Promoted from the general populations of call takers to the advanced elite group Production Clerk promoted to a production clerk within a year.
- Trained new staff in all procedures.
- Served company needs by calling individuals and verifying their identity.
- Based on that verification response I either transfer them to a different agent or leave a message if it is determined that they may be reached at that number.
- Researched, located, and provided information.

Transfer Agent

Delta Corporation - 1997 - 2001

Responsibilities:

- Single handily Responsible forgetting important documents to attorneys for signature and processing on a weekly basis.
- Responsible for the service process from start to finish preparing paperwork for service, billing for a proper amount depending on the state.
- Handled customer cash transactions, assisted in food processing and preparation as well as customer complaints in a fast.
- Made outgoing calls to the customers to then being able to transfer them as they pick up, to the collection floor where they then could talk.
- Leaving voicemails to give the company a callback.
- Mail returns entering correct and incorrect addresses into the companys system.
- Responsibilities/Duties Called debtors and transferred them to bill collectors, memorized new calling scripts for different companies, training new.

Education

High School Diploma

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Computer, MS Office,
Researching.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

