

ROBERT SMITH

Senior Customer Service Representative

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

SUMMARY

Senior Customer Service Representative with over 9 years of experience. Excels in fast-paced, changing work environments. Self motivated, hard working and flexible scheduling. Quick study for new products, services and policies. Endeavors to conform to and exceed the standards set by management.

CORE COMPETENCIES

55 Wpm, Proficient In Microsoft Office, Multi-line Phone Operations, And General Office Equipment.

PROFESSIONAL EXPERIENCE

Senior Customer Service Representative

Lisi Aerospace - March 2016 – Present

Key Deliverables:

- Building relationships with buyers providing information on different products to increase sales and satisfy customers needs.
- Responsible for customer RMA claims and coordinating with the factory to assure the claim is resolved in a timely manner.
- Managing eight OEM accounts and two distribution accounts utilizing "quote tool" an internal web-based program to create and manage quotes and Lawson M3 ERP software to check stock, manufacturing history, cross reference, manufacturing feasibility, manage open orders, retrieve PO documents and entering orders.
- Coordinating with multiple factory locations using an excel spreadsheet to monitor the status of open POS weekly which reduced the amount of late deliveries.
- Assisting the receptionist as part of a rotating shift to answer all incoming calls and provide assistance over the phone and in person.
- Organizing the workflow between the customer, logistics team and the factory which reduced internal delays and improved customer delivery.
- Processing customer orders including entering orders in Lawson M3 ERP software, providing order acknowledgment, retrieving shipping documents, and tracking information.

Customer Service Representative

ABC Corp - August 2009 – March 2016

Key Deliverables:

- Worked with customers to resolve billing disputes and to arrange payment plans.
- Answered incoming customer calls regarding service, billing, and general cable inquiries.
- Researched customers issues using various internet websites and provided resolutions.
- Supported Account Managers and clients for all business related tasks.
- Gathered and coordinated project specific information for complex document productions.
- Handled client sensitive material including time sensitive and confidential requests.

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- Performed legal research on specific firms, companies, and cases to familiarize ourselves with the requests of our clients.

EDUCATION

- Bachelor Of Arts in Business Administration in Finance - June 2008(California State University Fullerton)Associate Of Science in Business Administration in Business Administration - May 2006(El Camino College)