

# Robert Smith

## Call Center

Phone (123) 456 78 99

Email: [info@qwikresume.com](mailto:info@qwikresume.com)

Website : [www.qwikresume.com](http://www.qwikresume.com)

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 173 7 Marshville Road, Alabama

## SUMMARY

To find an opportunity that will allow to demonstrate skills and abilities of the hard-working person. Anxious to increase knowledge and help people with work in the Medical Field.

## SKILLS

Scanners For Distribution, Shipping.

## WORK EXPERIENCE

### Call Center

ABC Corporation - December 2013 - June 2014

- Responsible include answering inbound calls , providing specialty in collections, Microsoft word excel.
- Assisted college students with student accounts and financial aid threw clients relations with the company.
- Raised the customer service bar for department, compliments,
- Ensured assistant with the client (school), raised professionalism as well,
- Currently positioned as assistant team-lead for three major universities.
- Responsible for taking inbound calls, making payment arrangements,
- Answered questions about the product details, the company, and issues with account for the customers.

### Call Center

Delta Corporation - 2010 - 2013

- Help pharmacies and billing Reps with processing claims Educate pharmacies with accurate information regarding claims Stay up to date with daily .
- Customer service, answering inbound calls setting up transportation for Medicaid patients, MS Word, AS400, MS Outlook.
- months computer diploma 3 months autocat 2 D and 3D BASIC LIFE SUPPORT (1122) fire safety certificate (1122) 2 month spoken English diploma.
- Answered phone calls, voice friendly, made customer transactions to their accounts, and provided customer service.
- Help customer find merchandise, help customers pay jcp credit card bills Accomplishments Learned how to communicate and satisfy customers over the .
- Skills Used Strong ethics skills, good customer services skills, and learning how to work on the computer at a fast pace.
- Taking incoming calls 2-1-1, giving informational on ways to apply for SNAP, TANF, MA Etc.

## EDUCATION

ahsd/ged - 2008(Vance Granville - Henderson, NC)