

Robert Smith

Call Center Associate

CONTACT DETAILS

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PERSONAL STATEMENT

Seeking to secure a part-time Research Associate position in which skills, experience, personality and high energy can be utilized to achieve the company's goals.

WORK EXPERIENCE

Call Center Associate

ABC Corporation - July 2011 - December 2012

Responsibilities:

- Handled back issues requests and subscriptions.
- Answer phones and respond to customer requests.
- Sell product and place customer orders in computer system.
- Identify, research, and resolve customer issues.
- Research billing issues and misapplied payments.
- Answer phones to respond to orders, general customer inquiries, invoice questions, and customer complaints.
- Project a professional company image through phone interaction.

Call Center Associate

ABC Corporation - 2008 - 2011

Responsibilities:

- Operated a multiline telephone system providing quality, front line telephone customer service to an average of 100 customers per day.
- Ensured that customer inquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required.
- Contributed to efficient work flow by scheduling patient appointments during opportune times for both the customer and the spa.
- Printed, reviewed, and adjusted billing and other mass mailings as necessary.
- Assisted with creating and maintaining personnel files Scan documents; establish and maintain hard copy and electronic filing system; update and modify filing system as necessary.
- Processed monetary transactions including cash, checks, and gift certificates.
- Illustrated diplomacy by adhering to all HIPAA regulations while assisting callers with questions regarding appointments and billing.

Education

High School Diploma - (Hunter Lane High School - Nashville, TN)

SKILLS

Customer Service.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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