

# Robert Smith

## Member Advocate II

### CONTACT DETAILS

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### PERSONAL STATEMENT

Dedicated Customer Service Representative who provides exceptional customer service through active listening and problem solving. Call Center Representative with expertise providing customer support in high call volume environments. Exceptional computer aptitude and telephone etiquette.

### WORK EXPERIENCE

#### **Member Advocate II**

**ABC Corporation - April 2012 - November 2013**

##### *Responsibilities:*

- Effectively managed a high-volume of inbound and outbound customer calls.
- Answered a constant flow of customer calls with up to ten calls in queue per minute.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Accurately documented, researched and resolved customer service issues.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Referred unresolved customer grievances to designated departments for further investigation.

#### **Member Advocate**

**Delta Corporation - 2008 - 2012**

##### *Responsibilities:*

- Effectively managed a high-volume of inbound and outbound customer calls.
- Answered a constant flow of customer calls with up to ten calls in queue per minute.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Accurately documented, researched and resolved customer service issues.
- Mastery of customer service management systems and databases.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.

### Education

High School Diploma in General Studies - (Wendell High School - Wendell, ID)

### SKILLS

Microsoft Excel,  
Microsoft Word.

### LANGUAGES

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

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

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