

# Robert Smith

## Call Center Associate

### 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)

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Customer Service.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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