

# ROBERT SMITH

## Customer Service Advocate

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### SUMMARY

Resourceful call center representative who consistently meets and exceeds productivity goals. Proven capable of troubleshooting and resolving issues in a timely manner. Maintain a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

### SKILLS

Aircraft electrician.

### WORK EXPERIENCE

#### Customer Service Advocate

ABC Corporation - November 2014 – October 2015

- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Made reasonable procedure exceptions to accommodate unusual customer requests.
- Provided accurate and appropriate information in response to customer inquiries.
- Demonstrated mastery of customer service call script within specified timeframes.
- Addressed customer service inquiries in a timely and accurate fashion.
- Maintained up-to-date records at all times.
- Actively suggested operational improvements to enhance quality, improve production times and reduce costs.

#### Advocate

ABC Corporation - 2010 – 2014

- Responsibilities I answered crisis calls at the office
- I accompanied
- Lets to court to obtain temporary protective orders
- I attended monthly interagency team health task force meetings
- I attended monthly interagency trainings
- Accomplishments I began an evening support group for the women who work during the day, but want a supportive place to talk through their issues and healing
- Skills Used I employed cognitive behavioral and narrative therapy during my evening support groups.

### SCHOLASTICS

- High School Diploma -(Cartersville High School - Cartersville, GA)Business Management - (University Of Phoenix)