

Robert Smith

Customer Advocate

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SUMMARY

6 years of experience as a Customer Advocate. Seeking to apply the skills I have obtained and to acquire new skills to become a valued employee and an asset to my employer.

SKILLS

Fax, Copy Machine, Multi-Line Phone System, Customer Service, Money Handling, Cash Register, Typing, and Inventory Control.

WORK EXPERIENCE

Customer Advocate

ABC Corporation - December 2005 - April 2011

- Assist the member service department with various inquiries.
- Some of these inquiries included solving explanation of benefits questions, providing benefit and policy information and assisting with locating doctors and hospitals in the blue cross and blue shield network.
- Focus on our client and customers needs and expectations to ensure the best possible information and/or resolution is provided.
- Manage customer relationship by performing the full range of customer service functions, use common courtesy and discretion to achieve customer loyalty.
- Review all customers account information while on calls to identify and match customers needs with the appropriate product and or services.
- Utilize troubleshooting guides and tier 1 troubleshooting on all calls that require device assistance.
- Exercise sound independent judgement within established limits of authority.

Customer Service Representative

ABC Corporation - October 2005 – November 2005

- I processed various transactions including money deposits, withdrawals, and processed loan payments.
- I also had to keep a record of all of my transactions throughout the day on the computer database and balance my drawer every evening before leaving.
- In this job, I was able to utilize my strong customer service skills and learned the ability to work in a high paced, stressful environment.
- Received numerous customer service awards for critical to quality accuracy, high turnovers, and increased customer renewals.
- Utilized Siebel software for data entry of customer service information for accuracy and quality control.
- Typed memos, correspondence, reports and other documentation including follow-up letters to customers to ensure their questions were addressed and to assure them of support throughout the life of their membership.
- Created customer satisfaction survey utilizing Microsoft Word to drastically reduce potential problems.

EDUCATION