

ROBERT SMITH

Jr. Service Desk

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Onboard within a company that will allow the opportunity to flourish and build a career. Team player where able to utilize diversified skills to support to colleagues.

EXPERIENCE

Jr. Service Desk

ABC Corporation - MARCH 2007 - DECEMBER 2008

- Maintained up to date knowledge of store policies regarding payment transactions.
- Helped to prevent store loss using awareness, a keen sense of attention to detail, and personal integrity.
- Developed and trained new employees each quarter.
- Excelled at daily goals.
- Cross-trained to provide backup assistance to other departments as needed.
- Able to provide highly empathic customer relations and earned a reputable reputation.
- Learned how to handle face to face transactions with customers.

Service Desk

Delta Corporation - 2004 - 2007

- Just seasonal help for the Christmas holiday, answering phones, refunds, exchanges.
- Started as a cashier and worked up to service desk at target.
- Returned items, answered phones and supervised cashiers.
- Refund/return products.
- Be knowledgeable on the fitness club, fitness classes, and services provided.
- Be familiar with the policies as it related to safety and ClubSport policies.
- Monitored multiple databases to keep track of all company inventory.

EDUCATION

- Bachelor's in Sociology - 2006(Virginia State University - Petersburg, VA)

SKILLS

Sales Specialist, Social Media Consultant, Banker.

