

ROBERT SMITH

Field Support Representative

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Obtain a position in the Customer Service industry Passionate about achieving a challenging position that allows meaningful contributions to a business success Strong leadership and communication abilities.

EXPERIENCE

Field Support Representative

ABC Corporation - 2013 - 2013

- Deliver new release DVDs to kiosks with an on-time and accuracy rating.
- Replace kiosk and lightbox artwork in accordance with weekly planograms.
- Inspect kiosks for proper operation and perform minor repairs.
- Interact with customers and promote the Redbox brand.
- Replenish inventory and restock vehicles weekly at the warehouse location.
- Review daily reports to monitor inventory levels and performance of assigned kiosks.
- Created a vehicle storage system to enhance the organization of inventory.

Field Support Representative

ABC Corporation - 2012 - 2013

- Responsibilities in this position included myself to act as a liaison between technicians in the field and subscribers, handle scheduling & rescheduling appointments with subscriber, to ensure technicians are on time to scheduled appointments while providing technicians with information & assistance with troubleshooting various pieces of equipment.
- Most importantly I was to provide the optimal customer/technician service experience with each call I received.
- Skills Used This position demanded fantastic multitasking skills and I believe that was something I really improved at during my time with this company.
- Would have to be keeping track of up to 20 technicians during the day to make sure they were arriving to their appointments on time and if I saw that they were falling behind schedule, I was to contact the subscribers to update them of the delay and reschedule appointments if need be.
- Also, due to the fact that I was dealing with subscribers and technicians over the phones all day, there were times I would have to deal with frustrated or angry people.

- With my background of customer service experience, I was able to handle the situations without it escalating and to find the best solution possible to suite the problem at hand..
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

- Apprenticeship in Xerographic Technician - 1974(Xerox Document University - Leesburg, VA)

SKILLS

Customer Service, Technical Skills.