

# ROBERT SMITH

## Service Desk II

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

To find a strong competitive company, in order to provide my knowledge and experience. To gain the stability for a long- term commitment, and an opportunity for, growth and knowledge.

### CORE COMPETENCIES

Legal Clerk, Internet Proficient, Payroll, Accounting Clerk.

### PROFESSIONAL EXPERIENCE

#### Service Desk II

**ABC Corporation - March 2013 – May 2015**

##### Key Deliverables:

- Conferred with customers by telephone or in-person.
- Provided information about products or services; took and entered orders.
- Provided outstanding customer service.
- Resolved customer service or billing issues by performing activities.
- Exchanged merchandise, refunding money, or adjusting bills.
- Completed contract forms, prepared change of address records, and issued service discontinuance orders.
- Handled Western Union transactions daily including sending money.

#### Service Desk

**Delta Corporation - 2009 – 2013**

##### Key Deliverables:

- Remote Support for all Weight Watchers members Extensive troubleshooting for Windows and some Mac Service Now and CA service desk ticketing system .
- Retail Customer Service, Answered phone calls, Returns, Checkouts Skills Used Communication, Telephone, Checkout Service, Customer Service.
- Help customers with returns, answers mutiple phone lines, responsible for the whole front of the store and all the money at the service desk and all .
- Still employed there Skills Used Muti tasking.
- Head of the service desk, mailing postage, filling out money orders, lotto tickets and inventory.
- I was very good at satisfying the customers wants and needs, and worked many hours to gain experience.
- Skills Used Human interaction and communication, math skills, reading skills and logic.

### EDUCATION

- - 2014(Tulsa Community College - Tulsa, OK)