

ROBERT SMITH

Customer Relations Coordinator/Officer

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Administrative support for fast-paced operations. Call Center Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette. Qualified, committed to data integrity and accurate payment processing. Extensive experience with complex health care database systems.

1992 - 1992

CUSTOMER RELATIONS COORDINATOR/OFFICER - ABC CORPORATION

- Provided an elevated customer experience to generate a loyal clientele.
- Answered product questions with up-to-date knowledge of sales promotions.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Served as the main liaison between customers, management and sales team.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Assisted with receptionist duties, file organization and research and development.

1989 - 1992

CUSTOMER RELATIONS COORDINATOR - CABLEVISION SYSTEMS CORPORATION

- Successful problem resolution of customer service issues received via inbound customer calls.
- Advanced troubleshooting for all Cablevision products, including Interactive Optimum, Optimum Online and Optimum Voice.
- Multi-tasked while handling heavy phone lines and transfers to the correct department of service.
- Processed all billing and any accounts receivable issues as well as scheduled service calls.
- Regulated company policies and procedures.
- 2001-2004.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Associate of Arts - (Rochester Community and Technical College - Rochester, MN)

SKILLS

Filing And Data Archiving, MS Word Proficient, Administrative Support.