

# Robert Smith

## Service Desk/Representative

### PERSONAL STATEMENT

To excel in a position that values high energy, reliability, and strong work ethic, where can utilize and enhance diverse skill set. Applying diagnostic techniques, completing problem-solving processes.

### WORK EXPERIENCE

#### Service Desk/Representative

Target - July 2014 - 2020

##### Responsibilities:

- Greeted guests and provided stellar customer service.
- Performed effectively in a fast-paced, high-traffic environment.
- Accommodated guests in-store and over the phone with great satisfaction.
- Adhered to company policies, rules, and regulations.
- Impacted that have made upon this job were giving great customer service.
- Worked in multiple departments where ever I was needed.
- Satisfied guests in person and over the telephone while still upholding company policy.

#### Service Desk

Delta Corporation - 2011 - 2014

##### Responsibilities:

- Started Kmart as a seasonal employee but after proving my strong work ethic I was offered a full time job.
- When I left Kmart I was able to run everything in the store from the front end to receiving and unloading the truck.
- Also managed all of the cashiers and had a override code.
- My job was to take phone calls and fill out all paper work needed,handle money and give great customer service.
- My organization skills helped me make my job and others easier.
- Skills Used Skills that i demonstrated were organization and customer service, cash handling and computer usage.
- Provide exceptional customer care in a high volume environment, process transactions, returns, adjustments and sort products while maintaining a .

### Education

High School Diploma - (Jesse Bethel High School)

### CONTACT DETAILS

1737 Marshville Road,  
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### SKILLS

Typing,  
Telecommunications,  
Cashier, Customer  
Service.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)