

Robert Smith

Independent Business Owner

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SUMMARY

To obtain an Independent Business Owner position with a company that will allow showcasing skills in the Customer Service, Receptionist / Office Support industry as a dependable and reliable worker to help create a more productive environment.

SKILLS

Customer Service, Marketing, Management, Communications.

WORK EXPERIENCE

Independent Business Owner

ABC Corporation - March 2011 - May 2015

- Tracks and monitors call levels and customer calling patterns; maintain and compare historical, forecasted and real-time data.
- Identifies and analyze trends; make recommendations regarding call volume, shrinkage, attendance and attrition.
- Accurately forecasts call and email volumes.
- Assists Business Office to record and prepare volume and staffing forecasts for budget process Forecast scheduling needs to meet business unit goals and objectives.
- Monitors monthly and quarterly customer service results.
- Responsible for providing training and orientation to new employees.
- Interacts with organizations Board of Directors to arrange attendance at meetings and recording/compiling and distributing the minutes.

Independent Business Owner

Delta Corporation - 2006 - 2011

- Expanded knowledge of ecommerce within our company as well as how to utilize ecommerce in such a way that benefits our family Benefitted from online .
- yrs), Food service.
- Recruiting and training independent business owners in the United States to start and grow a business of their own Built and managed a sales force .
- Marketed and sold various services for residential and business customers such as telecommunications, television, internet, energy and merchant .
- Helped to recruit and build a nationwide sales team of independent agents creating over \$30,000 in monthly billing revenue.
- Scheduled appointments and built clientele independently.
- Specialized in Amber Wax, Bella Lash Extensions, and Lash and Brow Tinting.

EDUCATION

General Studies - (Martin Luther King Jr. High School - Lithonia, GA)