

ROBERT SMITH

Asst. Independent Business Owner

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Solid foundation of several successful years in the restaurant industry learning basic customer service, management and quality control skills. Responsible employee who is willing to learn new skills that leverage natural abilities in mathematics, physics, and engineering.

SEPTEMBER 2010 - 2020

ASST. INDEPENDENT BUSINESS OWNER - TOMORROW'S TAX SERVICE, LLC

- Provides quality customer service and technical support in a high-tech customer service environment for Disney, Barnes and Noble, ADT and AT&T.
- Analyzes and resolves a wide variety of complex technical issues that may have required research, follow-up and/or escalation.
- Effectively troubleshoots and resolves technical issues by accessing the knowledge base.
- Accesses and navigates multiple screens and systems to assist the customer and provided a resolution.
- Assists Walt Disney World Guests or Cast Members with making reservations for lodging, dining plans, tickets, air, packages, childrens activities, Cirque du Soleil performances, or asking general questions about those areas.
- Assists new and existing customers by fielding pre-sales questions, placed orders, and resolved post-sales issues.
- Researches and resolves complex billing issues.

2007 - 2010

INDEPENDENT BUSINESS OWNER - DELTA CORPORATION

- acquire customers (individuals/businesses) for residential and business services (ex electricity, gas, internet, phone service Acquire business.
- Gained a lot of knowledge in marketing & sales.
- My job as an IBO was to be a product of the product, show it to prospects, & close the sale.
- Work from home as a Customer Service Professional answering inbound calls for a Fortune 500 company.
- Currently own a route with Snyders-Lance.
- Manage a territory that covers 8 grocery stores and 5 convenience stores.
- My main responsibilities include Sales, Product Ordering, Distribution, Stocking, and time management.

EDUCATION

General Studies - (Bayside High School - Virginia Beach, VA)

SKILLS

Customer Service, Microsoft Office Suite.