

ROBERT SMITH

Asst. Service Desk

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Highly qualified Service Desk with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment.

MAY 2010 - DECEMBER 2010

ASST. SERVICE DESK - ABC CORPORATION

- Ensured customer care and selling were the highest priority.
- Offered great, friendly, and efficient customer service by responding quickly to customer calls.
- Answered customer questions and concerns.
- Answered telephone professionally and monitored incoming calls to ensure a timely associate response.
- Processed returns on a continual basis and called associates as needed.
- Understood the processing of Western Union transactions and money orders.
- Operated register functions including, but not limited to processing all transactions, forms of tender.

2009 - 2010

SERVICE DESK - DELTA CORPORATION

- Manage Network Access with AD and Microsoft Exchange Server in an enterprise environment Process change requests Push updates and software to end .
- Service Desk Handling returns Answer phones and transfer calls Supervise Cashiers Manage Money drawer Cleaning Do western union transactions.
- Helped members with any account information.
- Opened up new accounts for new members and gave tours.
- Handled phones and collected payments when accounts were declined.
- Bowling Green KY Service Desk Responsibilities include customer service, assisting customers with locating products, completing sales and providing .
- Watching over cashiers, counting Money bags down at the end and beginning of cashiers breaks, scheduling breaks, counting drawers at service desk.

EDUCATION

Bachelors of Arts in History - (Lincoln Memorial University)

SKILLS

Call center experience, Excellent customer service .