

Service Desk

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Objective

Expertise, knowledge, and experience in the retail field to insure the success of company, the retention, and in the acquisition of new customers.

Skills

Telephone Installation, Cable Repair, Broadband Installation.

Work Experience

Service Desk

ABC Corporation - March 2010 - March 2013

- Serviced Desk Associate Check out customer items.
- Performed all tasks associated with the Customer Services Desk.
- Performed various functions within the cafeteria.
- Cashier Take customer returns and checked out customer purchases.
- Assisted customers within their shopping within the Home.
- Conducted online research, and diagnostic activities to investigate.
- Resolved problems with hardware and software.

Service Desk

Delta Corporation - 2009 - 2010

- Andalusia, AL Feb 2014 - Present Service Desk Insure proper customer service is established for every customer.
- Cash handling, as well as Multi-phones lines.
- Training of fellow employees.
- Worked at the Service Desk and Layaway.
- Helped assist the customers with their needs.
- Was also a Customer Service Manager.
- Working at the service desk, there would always be something to do.

Education

B.S. In Business Administration In Business Administration - 2007(Gadsden State Community College - Gadsden, AL)