

ROBERT SMITH

Lead Service Desk

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Enjoy meeting new people, performing secretarial/admin asst. jobs. Love learning new things and can pick up and perform new tasks quickly.

CORE COMPETENCIES

Operating Systems, Analytical Skills.

PROFESSIONAL EXPERIENCE

Lead Service Desk

ABC Corporation - 2003 – 2015

Key Deliverables:

- Performed multiple tasks, such as answering phones, greeting members.
- Loaded membership info into the computer system.
- Handled money, Completed assignments for Department Heads, such as filing.
- Mailed out flyers, copying, loading in bank draft info into WiseLogic, and Trinexum.
- Orientated new members on exercise equipment.
- Performed numerous housekeeping jobs, washing, drying, folding towels, cleaning bathrooms, fitness areas, etc.
- Worked customer service including sales, returns, and answering the phone.

Service Desk

Delta Corporation - 2009 – 2010

Key Deliverables:

- Assisted patrons by directing them to appropriate areas, answered questions and phones, generated computer login information, checked out and checked .
- Acted as Remote Access(VPN/RAS) and Microsoft Exchange support Resolved client based issues encountered by local and remote end users Ensured that .
- Welcomes customers by greeting them; offering them assistance, directs customers by escorting them to racks and counters; suggesting items, advises .
- Checking out customers merchandise, answering and transferring phone calls, greeting customers and applying customer merchandise to their account.
- Service Desk Returns and Exchanges for guest First to greet guest when they walk in Sends defective Items back to corporate Covers GSTL Supervisor .
- Count down tenders Customer service Answering the phones Product management.
- Assisting customers, register operations, answering the phone, making P.A.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- (Central High School - Evansville, IN)

