**Marvis Robinson**

8392 Hamden Rd W

Jacksonville, FL 32224

**OBJECTIVE:** To become part of a results-oriented company that instills trust and appreciation within its clients and to continue developing the necessary skills and mindset that enables me to become the leader others seek.

**WORK EXPERIENCE:**

**Ameripark: Aug 2014-Mar 2016**

**Jacksonville, FL**

***Driver/Shuttle Operator***

* Drove customers and company personnel around to different parts of the mall.
* Provided customers with latest info and news, meeting scheduled quotas for every shift.
* Documented daily shift activities and provided background info for manager.

**Merrill Lynch: Aug 2012-Mar 2013**

**Jacksonville, FL**

***Transaction Processing***

* Took transaction requests from clients and provided them with important documentation to assist them with their financial requirements.
* Provided navigational assistance to financial advisors needing help with our internal database and made recommendations to fulfill client satisfaction.
* Recorded day-to-day interactions with clients and uncovered strategies for providing stellar overall service?

**Convergys:**

**Jacksonville, FL Nov 2011-Mar 2012 *Sales and Service Representative***

* Answered billing related inquiries and uncovered unique sales strategies for optimum customer experiences.
* Resolved certain technical issues and escalated those that are unable to be resolved immediately.
* Reported several customer interactions and submitted them into our internal database.