ROBERT SMITH

**Service desk clerk**

**info@website.com | https://Website.com**

Service desk clerk with 3+ years of experience in Maintaining vigilant awareness of security doors and lobby entryway; checking resident, staff, and guest I.D.s as they enter the building; maintaining resident, guest, and visitor sign-in/out records, Encoding and invalidating campus cards for building room access.

**AUGUST 2011 – MARCH 2013**

## SERVICE DESK CLERK - ABC CORPORATION

* Worked customer service, money order,western union,tickets west, telephones,returns and sales.
* Restocked shelfs with non perishable returned goods.
* Employeed involved in work by making it a fun environment.
* Started off as a courtesy clerk(cart pusher/bagger)...cashier overnight general

merchandise stocker,floral department,and customer service.

* Crossed trained in all areas.
* Able to be where need if the help was wanted Skills Used I enjoy having the different trades I have from previous employers.
* Made things alot more interesting and especially being a woman, I feel like we can have and use all the trades we want.

**2009 – 2011**

## SERVICE DESK CLERK - DELTA CORPORATION

* Handling cash, checks, sales of tobacco, cashier, keeping the desk organized, assisting customers throughout the store and stocking.
* There were about 6customers who were not loyal to king soopers, with my great customer service they became loyal customers.
* Skills Used Great listening, Communication and product knowledge.
* Assisted customers with special orders, installations, will calls, deliveries, phone sales, western union transactions, credit cards, refunds, .
* Also assisted with daily reports and any other task assigned.
* Western union, utillites, lotto sales, photo, cashier Skills Used Customer service, time management.
* Serviced areas such as checkouts, lay-away and the customer service desk.

# EDUCATION

Diploma

# SKILLS

Clerical Skills, Training Skills.

2