

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 shelves with non perishable returned goods.
- Employed 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.