***CONTACT DETAILS***

1737 Marshville Road,

Alabama

(123)-456-7899

info@website.com

**www.website.com**

***SKILLS***

Microsoft Office, Cash Handling.

***LANGUAGES***

English (Native) French (Professional) Spanish (Professional)

***INTERESTS***

Climbing Snowboarding Cooking Reading

***REFERENCES***

Reference – 1 (Company Name)

Reference – 2 (Company Name)

Robert Smith

***Service desk clerk***

# PERSONAL STATEMENT

Service desk clerk with 6 years of experience in Adhering to directives and policies outlined by leadership during training, via email, and in the Desk Clerk manual; providing routine orientation to new employees in coordination with Assistant Directors of Operations and HRL, Responsible for accessing the automated on-call system in order to schedule the replacement of staff.

# WORK EXPERIENCE

## Service desk clerk

### ABC Corporation - 2014 – 2016

*Responsibilities:*

* Organized Inserting data Inventory Scheduling Interests and Personal Strengths Supervisors have commended me for my dependability and my ability to learn quickly and efficiently.
* Worked very well with others and Very compassionate to all, I also work very well with technology.
* Able to take charge and be a leader when needed.
* Organized and am able to tackle any task that is given to me.
* Abile to overcome adversity and hardship has also been recognized by many close people in my life.
* Promoted to Service Desk; new store transfer included customer service, product returns and exchanges, explaining company policies, cashing payroll .
* Aided in service requests of customers Filled in for Front End Manager as needed.

## Service desk clerk

### Delta Corporation - 2010 – 2011

*Responsibilities:*

* Process customer sales, exchanges, and returns Research sale transaction history and warranty information Answer and assist all incoming calls Direct .
* Service Desk Manager Beth Holcomb Cashier duties included waiting on customers, returning unwanted products to sales floor, cleaning workstation, .
* Assist customers via phone, email or in person, record keeping overseeing deliveries and order pick ups.
* Presented bills and receipts, and collected payments for goods delivered or loaded Perform clerical functions which include typing reports, writing .
* Perform customer service needed such as refunds, exchanges, price checks and assist with general customer concerns such as questions with direction .
* Making sure employees received lunch breaks making announcements and instructing to departments on getting their go-back and returns.
* Communicating with managers regarding theft and overrides.

**Education**

B.S. In Business Administration