

# Robert Smith

## *Service desk clerk*

### CONTACT DETAILS

1737 Marshville Road,  
Alabama  
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### 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.

### 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)

## **Education**

B.S. In Business Administration