Robert Smith

**Service desk clerk**

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# SUMMARY

To serve in a Service desk clerk position that allows me to utilize my previous employment experience, education, and interpersonal skills in a positive manner.

# SKILLS

Customer Service, Computer Knowledge, Receptionist, Extremely Neat, &amp; Organized, Responsible, Punctual, Dependable...

# WORK EXPERIENCE

## Service desk clerk

ABC Corporation ­ August 2012 – August 2016

* Provided our customers with a quality shopping experience by making sure each customer leaves the store completely satisfied.
* Delivered remarkable service at the checkout area by providing efficient and effective

customer service.

* Completed transactions in a manner that maintains proper cash control and accuracy of point of sale purchases.
* Handled money and all its forms while being responsible for it.
* Built rapport with customers.
* Displayed a friendly and outgoing attitude that is shown through good eye contact and body language.
* Provided assistance by responding to customer questions in an effective and efficient manner.

## Service desk clerk

Delta Corporation ­ 2007 – 2012

* Then moved to service desk and resolved customer complaints with exchanges of merchandise or refunds rang up no tax purchases and received .
* Answered phones, directed calls, made announcements, cashed payroll checks, operated

Western Union Station, handled USPS duties, copied, faxed, sold .

* Responsible for supporting customers with cash transactions.
* Communicate with customers to ensure a positive purchase experience.
* Responsible for communicating with customers that had any possible concerns.
* Involvement History.
* Dealt with customer complaints and returns - Issued customers mail services and cash services.

# EDUCATION

AAS In Criminal Justice