

Robert Smith

Service desk clerk

Phone (123) 456 78 99

Email: info@website.com

Website : www.website.com

LinkedIn: [linkedin.com/username](https://www.linkedin.com/username)

Address: 1737 Marshville Road, Alabama

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, & 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