**Service desk clerk**

ROBERT SMITH

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# Objective

More than 5 years of progressively responsible experience in utilizing very strong people skills, sales, and excellent phone etiquette. Constant focus on accuracy and detail. Proficient in problem- solving and maintaining a constant flow of customer and patient satisfaction, Encouraging to further gain a position to develop my skills in both clinical and administrative duties.

# Skills

Microsoft Powerpoint, Customer Service, Care Giving, Care Giving.

# Work Experience

## Service desk clerk

**ABC Corporation** ­ June 2001 – March 2005

* Assisted customers with returns.
* Promptly answered phone calls.
* Processed and cashed employee checks.
* Organized store items Handled the end of shift deposits.
* Presented B&amp;D Lumber Douglas, AZ Cashier and Stocker Currently working in the paint department.
* Provided assist to customers that have questions.
* Handled inquires from customers calling the store.

## Service desk clerk

**Delta Corporation** ­ 2000 – 2001

* Duties consist of handling money, checks and credit cards.
* Making money orders, sending money via western union.
* Taking calls and helping customers with problems.
* To maintain the companies high standard of service and hospitality.
* Provide the highest quality of service to the customer at all times.
* Accountable for the day-to-day operations of the service desk.
* Oversee staff performance, scheduling, and training.

# Education

High School Diploma