

## 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&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