Phone: (0123)­456­789 **|** Email: info@website.com **|** Website: Website.com

**SUMMARY**

Service desk clerk with a General Studies Degree focused in psychology. A hard working and self motivated individual that has 5 years of experience, focusing on each customer's needs and expectations. Fast, efficient and always willing to make each interaction a pleasant one.

**CORE COMPETENCIES**

Visual Design, Type 65 Wpm, Social Media Management, Social Media Marketing, Organization, Customer Service, Power Point, Excel, Excellent Communication.

**PROFESSIONAL EXPERIENCE**

# Service desk clerk

**Giant Food Stores ­ 2019 – 2022**

**Key Deliverables:**

* Greeted visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
* Completed forms in accordance with company procedures.
* Made copies of correspondence or other printed material.
* Provided services to customers, such as order placement or account information.
* Conducted searches to find needed information, using such sources as the Internet.
* Set up and managed paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as correspondence or other material.
* Created, maintained, and entered information into databases.

# Service desk clerk

**Delta Corporation ­ 2000 – 2001**

**Key Deliverables:**

* part] Scheduling/billing/filing/ Telecommunications/receipts.
* Helped customers and merchants identify services/products that best suited their needs Constantly maintained a positive attitude and enjoyed helping .
* Customer Service, used Western Union, Lottery, Ticket West, and Photo Center programs.
* Worked with the cash registers, printed money orders, cashed personal checks, cashed government checks, cashed payroll checks and took utility .
* Processed returns/exchanges according to company policies, check cashing, money transfers, some cashiering Honors and Awards.
* Responsible for helping resolve issues that escalated customers may have had with a product purchased or tried to pick up.
* Moved quickly to prevent long wait times while maintaining a positive attitude.

**EDUCATION**

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* Associate Of Applied Science