

# ROBERT SMITH

## Service desk clerk

Phone: (0123)-456-789 | 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