ROBERT SMITH

**Service desk clerk**

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**SUMMARY**

Service desk clerk professional with strong leadership skills; able to facilitate efficient workflows and communicates effectively with co­workers, patients and staff. Follows policies, procedures and guidelines to assure consistent quality. Maintains and ensures patient privacy and confidentiality.

**SKILLS**

Strong work ethics, Diversity, Fast learner, Organized.

**WORK EXPERIENCE**

# Service desk clerk

ABC Corporation ­ June 1986 – April 1993

* Greeted customers and ascertain what each customer wants or needs.
* Computed sales prices, total purchases and receive and process cash or credit payment.
* Answered questions regarding the store and its merchandise.
* Prepared sales slips or sales contracts.
* Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
* Maintained records related to sales.
* Placed special orders or call other stores to find desired items.

# Service desk clerk

Delta Corporation ­ 1984 – 1986

* Answer phones, handle customer returns and general transactions, write and make announcements, create signs and displays, order inventory, throw .
* Typed letters, took customer orders from the field and assigned purchase order numbers, stuffed envelopes, mail machine, Xerox, ran errands with .
* Provided excellent customer service Minimized shrink and product loss Kept a neat and clean work environment Worked as team to ensure customer and .
* In­store and telephone customer service representative, frequently performed duties as Service Desk cashier, and other duties, i.e.
* price changes and inventory.
* Responsible for a starting amount of $2,000 daily Western Union Agent Kentucky Lottery Processing returns I also was selected to be Credit Card .
* Had the highest credit card sales in our region.

**SCHOLASTICS**

* Associate's