

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 co-workers, 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 .
- In-store 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