ROBERT SMITH

# Service desk clerk

### info@website.com | LinkedIn Profile | Website.com

To obtain a Service desk clerk position that will utilize my professional and excellent customer service skills for the betterment of the company.

# EXPERIENCE

## Service desk clerk

### ABC Corporation - SEPTEMBER 2008 – JANUARY 2015

* Assisted guests with various needs.
* Worked with employees and management to fulfill service goals.
* Created a friendly and efficient customer experience.
* Managed cashiers and utility team.
* Able to become an accomplished team member in several departments of the store.
* Had the highest sales record while working on the sales floor.
* Watched for and recognize security risks and thefts, and know how to prevent or handle these situations.

## Service desk clerk

### Delta Corporation - 2005 – 2008

* Answered phones, directed calls, made announcements, cashed payroll checks, operated Western Union Station, handled USPS duties, copied, faxed, sold .
* Responsible to answer phone calls, and direct the customers questions, as needed.
* Defuse customer frustrations and encourage them to continue shopping with us.
* Supervise and assist the cashiers as needed, per their questions, and dictate their breaks to them.
* Count cash drawers at the end of the night, and help with office balancing.
* Help customers with returns, made money orders, took payments for utility bills, western union transactions.
* Cashed checks.

# EDUCATION

* BS

# SKILLS

Leadership, Efficient Oral And Written Communication, Efficient Keyboarding.

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