

ROBERT SMITH

Service desk clerk

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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.