Service desk clerk

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@website.com
Website: www.website.com
LinkedIn: linkedin.com/website
Address: 1737 Marshville Road, Alabama

Objective

As a Service desk clerk, responsible for Receiving, recording, and distributing U.S. mail, as well as, U.P.S., Fed Ex, and other packages, Entering packages into the online package distribution system, Carrying, lifting, and moving loads of supplies, materials and mail up to 49 lbs, regularly and managing heavier loads with the assistance of other building staff members as needed.

Skills

Wordpress, Microsoft Office.

Work Experience

Service desk clerk

ABC Corporation - December 2011 – June 2012

- Completed work schedules, manage calendars, and arrange appointments.
- Exchanged merchandise for customers and accept returns.
- Performed payroll functions, such as processing payroll.
- Processed payments from customers ready to check out.
- Assisted with ordering merchandise for the store.
- Processed Customer Requests as follows Point of Banking Transactions (Checking and Savings account deposits and withdrawals).
- Processed over flow cash from registers and enter into accounting spreadsheet.

Service desk clerk

Delta Corporation - 2008 – 2011

- Include opening and/or closing service desk, in charge of sending and receiving money orders and western union, taking care of customer returns and/.
- Started as a utility worker, started cashiering, moved to service desk clerk and service coordinator.
- Still does some cashiering when needed.
- Assist customers with returns and product questions Complete Money Order, Western Union, and Check Cashing transactions Assist with the sale.
- Performed customer service, made and cashed out money orders, sent and cashed western unions and cashed checks.
- Performed customer service, made and cashed out money orders, sent and cashed western unions and cashed checks.
- Duties consist of handling money, checks and credit cards.

Education

BS In-Library Assistant