

Sprint Customer Service Representative

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Objective

A motivated, go getter, personable, and professional who possess a heightened sense of organizational awareness; a proven ability to keep information confidential. Ability to interact appropriately with individuals at all levels of the organization. Flexible and versatile - able to maintain a sense of humor and professionalism under pressure.

Skills

Microsoft Office, Customer Service, Office Management, Office Administration.

Work Experience

Sprint Customer Service Representative

ABC Corporation - April 2015 - September 2015

- Maintained customer satisfaction while maintain company standards Balance the needs of the company with the needs of the customers Review and explain billing
- Assisted with the creation of marking flyers, commercials, radio spots, website, brochures, and company gift for customer and co workers Consistently maintain high wait list ratio and low housing vacancies by advising service members of options if housing is not available, and also contacting service members when housing becomes available.
- Handled telephone, e-mail and walk in inquiries.
- Recorded in green Yardi system Maintain satisfied customer comment cards by providing each service member with exceptional customer service, and making any necessary corrections with in guidelines Maintain move in eligibility by making sure service member is drawing BAH (basic allowance for housing) and ensuring service member is housed in correct housing.
- Handled advance application submitted thru the website by maintain or establish contact with prospective resident, update system information or place on waitlist Overcome challenges that may arise by service members with challenging situation or government partners who need on the spot correction, exception to policy, and priority housing.
- Maintained current wait list for each bedroom count and rank by contacting the service members to ensure that information has not changed such as rank or family size.
- Managed front counter admin duties daily by providing exceptional customer service, information to incoming soldiers, providing off post vacancies, in processing and clearing soldiers from Yardi.

Sprint Customer Service Representative

Delta Corporation - 2013 - 2015

- Answered phones Makes sales Open close payouts Accomplishments How to get what I need and want from someone without a NO FOR AN ANSWER.
- Call center.
- Assist sprint customers with paying bills to there account answer any questions a customer may have upgrade phones give credits to account problem .
- Service representative, cash handling, customer service and multi tasking.
- Am a highly trained sales representative that matches the needs of my customers to the wireless options that best suits them.

- Deal with competitive sales goals.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

BACHELORS in RESOURCES/BUSINESS MANAGEMENT - (UNIVERSITY OF ASHFORD)