

Junior Customer Service Representative

ROBERT SMITH

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Objective

Dedicated Junior Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed company expectations. Reliable and driven, with strong time management and prioritization abilities.

Skills

Microsoft Word, Excel, Outlook, Access, PowerPoint, Oracle, Intranet Internet, Horizon, Dynix And Web Reporter

Work Experience

Junior Customer Service Representative

Miami Dade County Water & Sewer - August 2015 - Present

- Receiving general requests and inquiries via telephone, walk-in, e-mail and regular mail from customers regarding high bills, low pressure, leaks in mains or lines, final bills, connecting or disconnecting of service, transfer of accounts, or refunds of deposits, processing the requests and inquiries with tact and politeness.
- Investigating the complaints of excessive water bills or reports of low water consumption in the field.
- Checking buildings for leaks in plumbing, operating leak detection and portable test meter, estimating charges where defective or stopped meters are discovered, crediting the customer accounts according to departmental rules and regulations.
- Performing a wide variety of clerical tasks in the office in maintaining records of customer contacts, checking bills for lack of payment, or maintaining service records.
- Compiling various statistics and reports regarding meter reading, vehicles, and other district-related activities.
- Assigning and dispatching the work to subordinate employees, performing sub-meter inspections and service verifications.
- Performing connects and disconnects of meters and other field activities related to the transfer of water and sewer service.

Customer Service Representative

ABC Corp - 2014 - February 2015

- Provided shipment-status reports to customers and tracked shipments to ensure timely delivery.
- Utilized EDI interface to process third-party shipments and report inventory adjustments.
- Managed inbound and outbound billing and charges for customers based on sales contracts and tariffs.
- Responsible for acting as a liaison between customers and company.
- Assisted with complaints, orders, errors, account questions, billing, cancelations, and other queries.
- Organized daily freight pick-ups and deliveries, and kept accurate billing and inventory records.

- Offered front-line support and customer education to new and existing customers.

Education

Medical - 2012 to 2014(Miami Lakes Technical Education Center - Miami Lakes, FL)High School
Diploma - 1993 to 1997(Miami Lakes Senior High - Hialeah, FL)