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Objective

Seeking a position as a customer service representative in a fast paced environment where efficient work habits, attention to detail and friendly customer service skills are required.

Professional Experience

QWEST - Account Consultant

February 2006-Present

QWEST - Service Delivery Coordinator

June 2001-February 2006

Responsible for billing inquires and orders for Major and Key accounts from requests made through an 800 ACD line. Proficient in dispute and problem resolution, account reconciliation, along with investigating and issuing adjustments for billing errors. I am knowledgeable in BOSS, CARS, SOLAR, RSOLAR, SOPAD, LMOS, XPTR, CRIS billing system, IABS, TAXI, and Applet. Management in charge work for a team of approximately 25 people.

QWEST-RMC - Sales and Service Consultant

January 1999-June 2001 Union Steward (Certified)

June 2000-June 2001

In charge of establishing new service accounts for residential customers, maintaining and upgrading existing accounts as well as providing customer satisfaction through strong customer service skills. Selling and promoting a wide variety of products and services to customers by using consultative sales techniques. Met monthly objectives, revenue dollar amount as well as availability. In charge work for a team of approximately 20 people in the RMC. As a union steward I led and attended grievance meetings.

UNITED STATES POSTAL SERVICE-AUTOMATION - Mail Processor

July 1997-October 1998

Proficient in use of Delivery Bar Code Sorter (DBCS), Optical Carrier Reader (ISS) and Bar Code Sorter (BCS). Responsible for loading sortplan in computer, labeling, and machine set up. Ability to follow oral and written instructions and responsible for prepping and dispatching of mail.

Mark-up Clerk

Provided customer service by keying address changes into mainframe. Performed data entry as well as filing magazines alphabetically. Prepared return items for customers and maintained Quality Check of the mail.

BUDGET RENT A CAR-RENTAL - Customer Service Representative

March 1996-June 1997

Proficient in use of mainframe computer system and answering switchboard. Assisted customers with vehicle problems, directions, and concerns via emergency road service line. Responsible for opening and closing rental counters and conducting vehicle inventory. Skills included data entry, ten key functions, and filing paperwork. I also generated sales through rental car upgrades and insurance coverage.

TROPITANA TANNING SALON - Owner/Manager

July 1994-May 1995

Interviewed, hired, and trained staff. Conducted quarterly and fiscal year end inventories and was responsible for accounts payable. Reconciled cash, made daily deposits, and calculated weekly payroll. Maintained and ordered supply inventory along with demonstrating compliance to laws pertaining to the industry.

Education

- Dakota County Technical College, MCSE Courses
- University of Minnesota, Union Steward Certification
- Dakota County Technical College, ACDC Certification
- University of Phoenix Online, Bachelor of Science in Business Administration

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