

Peter Smith

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Seasoned Customer Service Representative with 10 years of experience with technology software/hardware manufacturer. Worked closely with partners, suppliers and customers to provide world class customer service on highly technical an complex product line.

PROFESSIONAL EXPERIENCE

YFT TECHNOLOGY SOLUTIONS, New York, NY

Customer Service Representative, Jul 2000 – present

- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- Contact customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
- Compare disputed merchandise with original requisitions and information from invoices, and prepare invoices for returned goods.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Refer unresolved customer grievances to designated departments for further investigation.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Confer with customers by telephone or in person to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints.
- Review claims adjustments with dealers, examining parts claimed to be defective and approving or disapproving dealers' claims.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.

EDUCATION

Kaplan University, New York, NY

Bachelor of Art in Business Administration, May 2001

ADDITIONAL SKILLS

- Customer relationship management CRM software — Austin Logistics CallSelect; Austin Logistics CallTech; Austin Logistics Valeo; Avidian Technologies Prophet
- Proficient in Microsoft Office
- Customer service and support software — Hosted Support ezSupport Pro; Lynk Everest; Parature eTicket; SSA Global software; Sales force automation software; Telemation e-CRM

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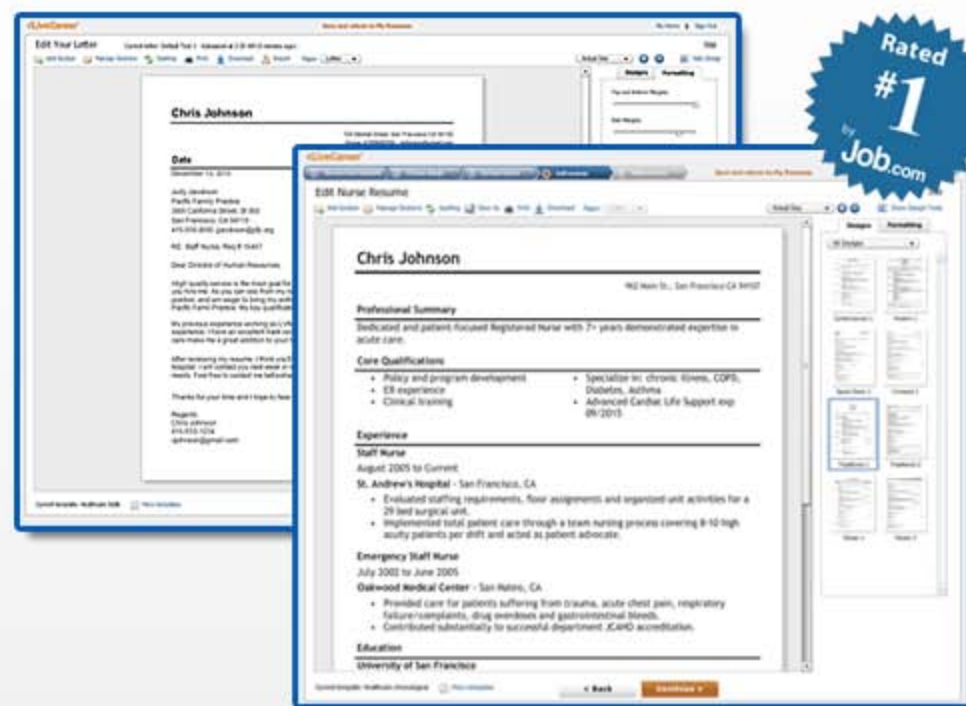
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