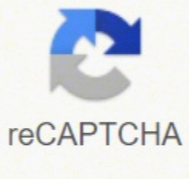




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Open



SQL Workbench/J User's Manual

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Robert Smith

Parts Representative

PERSONAL STATEMENT

Highly qualified leader with over 15 years of experience providing superior customer services ranging from Project Management to hardware/software technical support. Result-focused and effective leader with proven ability to proactively identify and resolve problems while maximizing productivity.

WORK EXPERIENCE

Parts Representative

ABC Corporation - June 1998 - March 2003

Responsibilities:

- Provided remote telephone technical support internally and externally.
- Escalated customer satisfaction issues to the next level when needed.
- Assisted in the strategy development of new metrics to promote process improvement.
- Responsible for routing parts to the correct destination for pick up using the ordering system.
- Tracked the progress of the orders to ensure that commitments to the customer were met.
- Coordinated and sourced parts to corporate accounts onsite enabling engineers to service external/internal customers.
- Performed troubleshooting of computer systems and related equipment.

Parts Representative

Delta Corporation - 2000 - 2005

Responsibilities:

- Inventory control, parts ordering, receiving, shipping.
- Provided customer service and support, answered inbound calls, placed orders, and resolved order discrepancies.
- Provided product knowledge to customers and worked as part of a team to meet individual and company objectives Exceeded company goals Provided.
- Took high quantities of calls regarding parts replacements for wastewater treatment equipment.
- Researched applicable replacements, prepare quotes, and recommend to customers.
- Maintained a clean, neat, and safe parts area, observing safety guidelines at all times.
- Assisted in maintaining an accurate inventory of all parts on hand participates in the annual physical inventory process as requested.

Education

BS in Business Administration - (BARTON COLLEGE - Wilson, NC)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@wikiresume.com
www.wikiresume.com

SKILLS

Computer Skills,
Organizational Skills,
Parts Sales.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

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