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## Account Service Representative Resume

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### Job Objective

Looking for the opportunity to put my skills and experience to work for your company by acquiring a position as Account Service Representative.

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### Highlights of Qualifications:

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- Ability to swiftly understand customer issues
  - Ability to make service calls on assigned block of business
  - Ability to provide guidance with more complicated request
  - Ability to provide service to clients by educating and counseling
  - Ability to manage new business installations on assigned accounts
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### Professional Experience:

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Account Service Representative  
DCT Telecom Group, Inc., Brooklyn NY  
November 2006 – Present

- Represented company policy to the consumers in virtually all matters and bargained on service order requests from fresh and present customers.
- Recognized the apt needs from among the many service options available.
- Managed computing and quoting adjustments, balances and rates to the consumer as well as drafted letters to customers.
- Handled local service and intra-data long distance billing queries and complaints.
- Recognized apt action to be taken and make apt notations on records of customers' accounts.

Account Service Representative  
EMC Corporation, Brooklyn NY  
February 2001 – October 2006

- Handled simple and complex inquiries and assisted the Supervisor.
  - Managed incoming calls from clients, brokers, Fund Trustees and Fund Administrators and recorded all apt contact data and service requests.
  - Nurtured effective business partnerships.
  - Coordinated in regular scheduled feedback and data exchange sessions.
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### Education:

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Associate Degree in Finance  
Scottsdale Community College, Scottsdale, AZ

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