
SERVICE ASSISTANT RESUME

Objective:

To obtain a Service Assistant position which will challenge me and help the organization continue to be successful.

Summary of Skills:

- Strong Client Service Skills.
 - Proficient in use of MS Office software: Word and Excel.
 - Strong Interpersonal and Communication skills.
 - Exceptional Time Management and Organizational Skills.
 - Profound ability to solve mathematical problems.
 - Exceptional ability to work in a fast-paced environment.
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Work Experience:

Service Assistant
Oshkosh Corporation, Wayne, NJ
August 2005 to till date

- Assisted in the opening of client accounts and processing account changes.
- Maintained accurate client account records.
- Provided quotes and other information to assist clients.
- Generated reports and other data as needed by the Financial Advisors.
- Responded to client inquiries and assisted in resolving issues.
- Performed various administrative duties including answering phones and client mailings

Service Assistant
Kingsville Service, Wayne, NJ
May 2000 to July 2005

- Reviewed work orders for supervisor on completion.
 - Managed to prepare new work orders in the absence of the supervisor.
 - Ensured to assign techs to work orders; and computed credits and debits.
 - Responded to customer service calls and ensured proper handling of call.
 - Assisted the customer directly by providing information on parts availability and pricing and received orders for spare parts.
 - Managed to issue customer repair orders; Issued and tracked return material authorizations.
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Education:

Associate Degree in Business Operations
St. Francis University, Loretto, PA

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