

Robert Earl Ellis Benson

Cellular: 407 404 3375

Background

Highly organized, self-motivated and detail oriented. Over 5 years of technical and customer service experience. Effective problem solver, proven leader, and team player.

Strengths

- Have Managed/Lead a team of over 20 people
- Project Management Team Building, & Leadership
- Product Development (Software, Hardware, and Computer Systems)
- Time Management, Organization, Communication, and Team Management
- Customer Service, Reservations, and Quality Assurance
- Knowledge of multiple operating systems and internet browsers
- Troubleshooting, Networking (LAN/WAN), and Bluetooth Systems (SYNC)
- Learning new systems quickly

Technical Skills:

Operating Systems: Windows, NT, 2000, XP, Vista; familiarity with Linux, Unix, and Apple (OS X)

Applications: Adobe Suite CS3, Microsoft Office Suite (97-2008)- Excel, Word, Outlook, PowerPoint

Hardware: Building custom PCS's, voicemail, OTA switches

Browsers: Internet Explorer (4-8), Safari, Firefox, Opera, Netscape, Google Chrome 2

Work Experience

AT&T call center (Convergys) January 2009-April 2009
National business services consultant. Lake Mary, FL

Answered calls from across the United States and US Territories, trouble shoot network, equipment, device and computer issues while maintaining a professional demeanor. Ran reports and maintained extensive files on customers and products. Resolved customer issues effectively and efficiently. Provided the best service and support to customers, and performed follow-up calls when necessary.

Greenway Ford (Call Center & Sales) August 2008-November 2009
Sales Call Agent Orlando, FL

Answered calls from 14 different dealerships including out of state calls, placed leads in LSI systems, followed up with customers and tried and get customers into the dealerships as soon as possible

Walt Disney World (Magic Kingdom) April 2008-August 2008
Cast Member Orlando, FL

Operated Disney attractions, maintained work environment, greeted guests, performed custodial duties including restrooms, main attractions, sweeping the grounds after the parades, cleaning up protein spills, ect. Security, and entertained guests.

Bill Currie Ford (Call Center & Service) January 2000-April 2008
Service Advisor/ Manager/Reservations Tampa, FL

Lead a team of over 20 people, processed reservations for service work, performed inventory checks, customer service (resolved concerns/issues), performed clerical duties, performed, customer follow-up, sold products, internal promotion, sold service for commission, performed occasional security tasks such as detaining a thief, and perform drug search on vehicles.

Wal-Mart Stores INC. February 1999-January 2000
Stocker/Janitor/Associate (Overnight) New Tampa, FL

Stocked store shelves, inventory, greeted customers, resolved customer issues, performed loss prevention and was trained in emergency prevention. Also performed janitorial duties such as cleaning restrooms, break rooms, using a floor buffer on a regular basis.

Wesley Chapel Center For The Performing Arts. May 1999-January 2000
Stage Hand/ Custodian Wesley Chapel, FL

Performed custodial duties, cleaned and maintained a 650 seat theater, box office, sound booth, prop department, costume department and facilities. Helped maintain organization of records, assisted with custodial duties at the local high school. Performed stagehand duties such as help build theatrical sets, utilize sound and light boards during performances and conferences, maintained an orderly box office.

Bill Currie Ford May 1999-February 2000
Porter Tampa, FL

Transported cars from lot to customers, cleaned and serviced cars, performed basic maintenance on cars, performed security checks, and did clerical duties. Performed custodial duties, such as cleaning restrooms, oil spills, chemical spills, and general office maintenance.

Education

Wesley Chapel High School

Wesley Chapel, FL

GPA: 3.5

Awards: Florida Business Leaders of America Award for Technology & High Honor Roll