

# Robert Ritter

Binghamton, NY 13901  
roberteritter@gmail.com - (607) 687-1055

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Customer Service Representative**

Nationwide Credit, Inc. - Endicott, NY -

2002-12 - Present

- \* Assist customers in a call center.
- \* Connect and disconnect utilities.
- \* Handle collections matters.
- \* Provide quality customer service.
- \* Deliver high customer satisfaction.

### **Station Manager; Operations Manager**

CSN International; Dubois Area Broadcasting Company / WREQ-FM - Elmira, NY -

1999-02 - 2002-05

- \* Took care of day-to-day operations as Operations Manager of a radio station with a contemporary Christian music format.
- \* Performed activities including production, copywriting, and air talent host of morning drive show "Breakfast With Bob".
- \* Assisted with changes before transfer of station to new ownership and management.
- \* Continued to work at station as Station Manager.

## EDUCATION

### **BA, Radio, Television, and Film in Audio, Television, and Film Production and Editing; Broadcasting; and Radio**

Messiah College (Temple University) - Grantham, PA

1984-01 - 1987-05

## SKILLS

Call Center Customer Service, Customer Satisfaction, Quality Assurance, Account Handling, Data Entry, Microsoft Windows, and Typing (59 words per minute), Radio Management, Operations, Air Talent, Production, Copywriting, News Reporting, and Public Appearances, Newspaper Reporting, Features Writing, Advertising Sales, and Photography, Telemarketing, Retail Management and Customer Service, Photography, Mobile Disc Jockey

## AWARDS

### **Wall Of Excellence**

2018-05

Recognized as a top call center performer in quality assurance with an average score of 100% for the month of April 2018. This follows recognition of the same for the months of February and March 2018.

### **Wall Of Fame**

2018-03

Recognized as a top call center performer in quality assurance with an average score of 95% or above for the three consecutive months of December 2017, January 2018, and February 2018. Recognized with this award multiple times.

### **Perfection Or Close Club**

Recognized as a top call center performer in quality assurance with an average score of 97% or above for an entire month multiple times.

### **Employee Of The Month**

Recognized twice in a call center.

### **15 Years Of Service**

2017-12

Recognized for commitment and dedication in a call center to the growth and success of the organization.

## CERTIFICATIONS/LICENSES

### **FCC Operator License**

1986-09 - Present

## ADDITIONAL INFORMATION

References: Available upon request.