

Account Maintenance Specialist

ROBERT SMITH

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Objective

Competent, responsible and trustworthy Communications studies major with significant work experience. Reliable, hardworking, and a fast learner. Strong communication and interpersonal skills and understand the basis and value of demonstrating leadership qualities at all levels. Passion for helping others.

Skills

Microsoft Excel, Data Entry, Computer, Customer Service, Legal Research, Legal Research.

Work Experience

Account Maintenance Specialist

ABC Corporation - 2015 - 2016

- Worked directly with sales representatives and customers via phone and email.
- Established and maintained data pertaining to customer accounts.
- Created and maintained customer logins for online ordering.
- Assisted with troubleshooting problems when necessary.
- Obtained assistance from sales reps and other support teams when needed to ensure swift problem resolution.
- Performed as member of dedicated team for creation of digital customer discount cards for in-store use (retail connect cards).
- Submitted requests to have customer-specific notes updated whenever necessary ensuring current information captured.

Account Maintenance Specialist

Delta Corporation - 2010 - 2015

- Maintain client financial accounts ensuring asset safety Update important client information in their accounts by paying close attention to detail to .
- Provided support to Apple One and Citizens One Bank customers who acquired loan(s)through Citizens One Bank to finance their new Apple device.
- Processed payments, set up reoccurring payments, assisted customer with online registration, routed canceled and failed payments to correct .
- Outstanding Rep Skills Used Multitasking, Customer Care, Effective Listening.
- Established new customer accounts Processed request to update customer account information Updated account contracts to include new pricing, renewals,.
- Seasonal Account Maintenance Specialist Data Entry Handling 30 + processes in order processing department including, customer orders and returns.
- Account Maintenance Resolved delinquent accounts by contacting our customers and providing positive solutions for delinquent situations.

Education

