

# ROBERT SMITH

## Account Management Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Seeking a position in a marketing/communications department where I can leverage varied communication skills to identify superior job candidates or be involved in the creation of marketing campaigns and network with customers about their products. Aim is to utilize, apply and excel in current extensive self-discipline, trustworthiness and interpersonal skills to succeed in career goals and company hired.

### CORE COMPETENCIES

Customer Service, Management, Sales.

### PROFESSIONAL EXPERIENCE

#### Account Management Specialist ABC Corporation - 1997 – 2009

##### Key Deliverables:

- Provided direct customer service with MSP to resolve billing issues.
- Provided support with inquiries pertaining to accounts payable and receivable aging Processed weekly payroll for over 900 employees.
- Managed a portfolio of accounts to ensure customers complete necessary steps to get loans out of default.
- Responsible for managing a portfolio of 350-450 accounts.
- Responsible for creating, handling and processing of secure documents between consumer and Department of Education.
- Trained in handling rebuttals and overcoming them with solutions that are mutually beneficial for the customer and the company.
- Completed on-the-job training on sensitivity, best practices in debt collection, and new software and technologies.

#### Account Management Specialist Delta Corporation - 2001 – 2013

##### Key Deliverables:

- Daily reports and generation of Welcome packets for New Accounts Daily maintenance of Contact Information, Security and Beneficiary Changes.
- Managed accounts who were in collections, answered questions about accounts in a call center.
- Provide amazing customer service in S-T-S Meet and exceed all metric stats in department.
- Contact insurance companies regarding claims over 90 days in age as well as denials to obtain claims processing.
- Contact patients/caregivers in regards to selfpay balances, insurance matters (coordination of benefits, termed insurance, COBRA, etc.).

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- Work with the site financial team, appeal nurse, and compliance to assist patients in getting claims properly processed.
- Assist patients with financial issues.

### EDUCATION

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B.S. in Management - (Park University - Austin, TX)

