

ROBERT SMITH

Account Services Specialist (Retail)

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SUMMARY

Highly enthusiastic Account service professional with 6 years client interface experience. Enthusiastic customer service/telesales representative with in-depth knowledge of sales, account management and training. Personable and responsible Cashier with 4 years in retail and customer service. Solid team player with upbeat, positive attitude.

SKILLS

Outlook, Customer service, Accounting.

WORK EXPERIENCE

Account Services Specialist (Retail)

ABC Corporation - September 2012 – February 2014

- Reviewed underwriting guidelines and verified the accuracy and completeness of data entered.
- Provided back-up coverage for other teams as required.
- Maintained databases and prepared and extracted information using software systems.
- Placed collection calls and/or correspondence in a fast paced goal oriented collections department.
- Performed other assigned tasks and duties necessary to support the Accounts Receivable Department.
- Enlisted the efforts of customer service and senior management when necessary to accelerate the collection process.
- Established and maintained effective and cooperative working relationships with customer service and sales.

Account Services Specialist

Delta Corporation - 2007 – 2012

- Accountable for reducing the delinquency of assigned accounts.
- Processed medical supply orders in accordance with patient insurance.
- Met weekly/ monthly production goals.
- In services with Sales Team Service All Accounts Liaison between Lab and Home Health, Nursing Facilities Patient Service- Survey Calls (Temporary).
- Analyzed and processed transfer requests, maintained and updated tracking files, established new brokerage and/or mutual fund accounts, resolved.
- Answer and respond to incoming calls from customers requesting to cancel cellular service Provide information and resolve any issues pertaining to.
- Acted as Subject Matter Expert to new hire employees and tenured employees as well Member of team that implemented the 30 day return policy.

SCHOLASTICS

- Accounting - (Lassen Community College - Susanville, CA)