

ROBERT SMITH

Account Services Specialist

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Highly personable individual with over twenty years of experience in account management, sales operations, financial analysis, customer service, sales processing, and call-center operations within the telecommunications, construction, software and financial industries.

EXPERIENCE

Account Services Specialist

Citrix Systems, Mobility Apps Division - AUGUST 2013 - 2020

- Provided excellent & considerate customer service.
- Reconciled customer disputes as they pertained to payment of outstanding balances that are due.
- Interacted with clients and focus on resolving customer escalations from our Customer Care teams, customers, or sales partners in the Inbound Care team.
- Collaborated with and provided support cross functionally to Inbound Customer Care Level 1 team, Product Management, Billing, Finance, and Sales.
- Managed accounts in providing high levels of customer satisfaction.
- Reviewed accounts and ensured complete understanding of business environment and requirements.
- Received and took ownership of customer requests for contractual changes, while considering all cross functional impacts to billing, products, and pricing as appropriate.

Account Services Specialist

Delta Corporation - 2010 - 2013

- Full-service marketing and communications firm specializing in developing strategic marketing executions.
- Launched Time Warner Cables San Antonio On Demand channel through various promotions.
- Developed strategic plan for Proctor & Gamble to increase sales of beauty products.
- Promoted P&G products through H-E-B stores; gained in-depth knowledge of corporate structure and workflow from brand to store.
- Awarded Employee of the Quarter for providing premier service to 20+ advisors and their affluent clients Trained advisors on new accounts and .
- Processed all maintenance within the twenty six branches for Macatawa Bank and within the Corporate Office .
- Informed branch staff when documentation was submitted incorrectly and provide proper instructions on how to make their corrections to

stay within .

EDUCATION

- Bachelor of Science in Business Administration - (San Diego State University - San Diego, CA)

SKILLS

Financial analysis, Customer service, Sales processing.