ROBERT SMITH

Customer Service/Administrative Associate

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SUMMARY

Reflecting upon my strengths, Able to accomplish any task given me, learning the task on my own if no assistance is offered. If problems arise with the task given, I seek the answers I need to complete the task. Speed and accuracy are extremely important to me. Although I strive for perfection I am also understanding of others. My relational skills are excellent and I get along well with all types of people. I am willing to train and consider myself a self-motivated, extremely fast learner.

SKILLS

Customer Service (10+ years)

WORK EXPERIENCE

Customer Service/Administrative Associate

ABC Corporation - January 2012 – Present

- Provided exceptional customer service to all our clients.
- Assisted clients in all travel arrangements including flight, car rentals and lodging.
- Answered and directed calls, faxes, emails and correspondence daily.
- Coordinated employee trainings and organized holiday staff events.
- Organized and set up all conference rooms for meetings, trainings, and interviews.
- Responsible for filing convention listings, promotions, billing and transactions.
- Enter facility requests, order office supplies, call in all service and alarm requests to ensure a safe, organized and productive work environment.

Administration Associate

ABC Corporation - August 2008 – November 2010

- Maintain the Director and Graduate Programs calendar and schedules
- Managed programs budget and prepare financial summary reports
- Communicate patiently and effectively with diverse student, staff and staff
- Maintained student and alumni database preserving important university relationships
- Coordinated and edited promotional materials with print vendors, and graphic designers for production of course brochures
- Managed special events, meetings, and conferences, involving highly detailed preparations.
- Coordinated administrative activities such as lab meeting set-up and schedule.

SCHOLASTICS

- Diploma - (Herkimer County Community College)

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