

Robert Smith

Back Office Support

PERSONAL STATEMENT

As a Back Office Support, responsible for Creating and tracking payer project plans associated with accounts receivable, including communication with payer representatives to initiate claims projects, Maintaining library of process, policy, and training documents.

WORK EXPERIENCE

Back Office Support

ABC Corporation - September 2005 - October 2013

Responsibilities:

- Participated in activities designed to improve customer satisfaction and business performance.
- May offered additional products and/or services.
- Tracked, documented and retrieved information in call tracking database.
- May responded to customer inquiries by referring them to published materials, secondary sources or more senior staff.
- Delivered GSE pools per best-execution. Thoroughness and attention to detail required given complexities of best-ex.
- Experienced delivering ULDD to Fannie/Freddie.
- Pointed person with GSEs to ensure sale and delivery issues are resolved in a timely manner.

Back Office Support

Delta Corporation - 2003 - 2005

Responsibilities:

- client registration, customer service, instructional support to clients on website design.
- Tulsa, Oklahoma Responsibilities Check in, collecting co-pays, answering phones, prescription drug control, data entry for patient records, medical .
- Assisted and supported Director with contract management for educational vendors Rendered support and administrative services for smooth functioning .
- Performed bookkeeping duties such as; accounts payable, banking, payroll processing and clerical tasks.
- Ordered supplies as needed for daily operations.
- Started as the receptionist for Lefavi Financial, then moved into the Back Office support position.
- Take prospective clients current investments and analyze and put into a recommended portfolio for the owner to go over with the clients.

Education

GED

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Office Suite,
Operating Systems,
Routing Protocols.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)