

ROBERT SMITH

Customer Business Manager

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Exceptional energetic Business Administration professional with over ten years of business management practices. A talented administrator focused on building key relationships that supports business growth and meeting organizational objectives.

EXPERIENCE

Customer Business Manager

ABC Corporation - 2012 - PRESENT

- Administrative operations of a small business entity providing quality commercial janitorial and sanitation services.
- Developing and implementing operational standards, policies, and procedures.
- Administer bookkeeping functions that include generating invoices, purchase orders, accounts payables, and receivables.
- Analyze quarterly financials to determine the business operating capacity.
- Recruit and coordinate on-boarding task to include collection, processing and maintaining employees paperwork.
- Enter time and attendance logs for in preparation for payroll administration with a high level of accuracy.
- Ensures the company is compliant with regulatory agencies and contracted service providers.

Library Sub Associate (Part-time)

ABC Corporation - 2013 - 2014

- Assisted patrons at the library researching and requesting media resources, shelving books and handling customer service concerns.
- Developed cultural and educational programs that engaged learning practices to enhance the lives of the community.
- Supported the interim director managing office operations and coordinating special projects that involved meeting regulatory standards or improved operational efficiency.
- Executed board of trustees projects that focused on staffing development and service excellence exhibited over 100 years within the region.
- Organized staff development training day event that focused on customer service stewardship which resulted in service improvements extended to the community.
- Assist with marketing campaigns that generate leads and promotes business services.
- Responding to customer inquiries and key client data into the sales database.



EDUCATION

- B.S.B.A. in Business Administration-Marketing - 2001(David N. Myers University - Cleveland, OH)General Education - (KRS Computer And Business School)



SKILLS

POS, Microsoft Office, Quickbooks, Inventory, Typing, Filing, Data Entry, Sales, Networking, Customer Service