

# Business Operations Associate

## ROBERT SMITH

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### Objective

Associate in Business Operations supporting Customer Success. We are looking for analytical and organized problem solvers to join our team to drive results across Customer Success and our partners, to accelerate Intuits mission of powering prosperity around the world.

### Skills

Customer Service, Analysis, Ms Office Suite, Administrative Support.

### Work Experience

#### Business Operations Associate

**ABC Corporation** - December 2006 - November 2008

- Monitored the LGS Order Mailbox and Credit Card FAA Orders.
- Utilized CostPoint (Accounting System) by setting up the Charging String, entering the Sales Order and Requisitions for ordering purposes through SCN (Supply Chain Network).
- Updated the Order Status Summary Excel Spreadsheet and added Purchase Orders in the PO Database.
- Interfaced with Project Managers, Business Managers, and SCN to ensure proper process flow.
- Responsible for Receiving in CostPoint against Accounts Payable Invoices for Furnish Only, Firm Fixed Pricing, Third Party, and Maintenance Orders.
- Tracked and entered approved Invoices into the Receiving Module of CostPoint.
- Maintained proper filing and documentation of the invoices for company records as well as Sarbanes Oxley (SOX) Audits.

#### Business Operations Associate

**Delta Corporation** - 2004 - 2006

- Managed eighty clients daily to make sure that their invoicing and billing systems was satisfactory and up to date.
- Communicated with each of my clients to ensure that they were in compliance with all regulations.
- Introduced new clients to the TEKsystems accounts receivable process along with handling any issues;
- Managed multiple national accounts.
- Investigated complex processing issues to develop problem-solving strategies for effective and efficient resolutions.
- Created and maintained an organized financial record system to track account transactions and generated weekly reports utilizing Microsoft programs.
- Processes difficult endorsements and tasks Responsible for the Coughlin book roll.

### Education

Notary - (Alamance Community College)