

ROBERT SMITH

Lead Business Operations Associate

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Participative management professional with 10 years of experience; results focused and practical; provides exceptional customer service and offers outstanding leadership. Extremely organized and disciplined; ability to function in high stress, high volume environment. Intellectually curious with the aptitude to learn and adapt quickly.

CORE COMPETENCIES

Microsoft Office, Microsoft Word, Microsoft Excel, Customer Service, Accounting, Bilingual, Account Management.

PROFESSIONAL EXPERIENCE

Lead Business Operations Associate

ABC Corporation - March 2005 – March 2007

Key Deliverables:

- Responsible for pursuing delinquent accounts and dealing with customer grievances.
- Accountable for weekly invoicing activities for the field office and clients, including assessing the financial accuracy for all accounts.
- Audited accounts to ensure accurate billing and client specific information.
- Made weekly business-to-business collection calls to resolve past due balances.
- Used PeopleSoft and Microsoft office to manage query data and develop ad hoc invoicing reports.
- Served as support liaison for field offices and Operational Support Group with questions pertaining to those local/regional accounts on aging including but not limited to client billing and payment policies and/or procedures.
- Worked with Sales Managers to resolve all billing inquiries etc.

Business Operations Associate

Delta Corporation - 2000 – 2005

Key Deliverables:

- Managed total accounts receivable with an aging in excess.
- Managed customer accounts, including but not limited to invoicing, PO.
- Managed customer accounts, invoicing, collections, customer service.
- Coordinated and managed the entire sales lifecycle from handling client proposal requests to contract execution.
- Accountable for auditing accounts to ensure accurate billing and client specific information.
- Managed customer accounts, PO tracking, account resolution and working with clients to resolve their issues.
- Collections, Accounts Payable & Accounts receivable Skills Used Microsoft Office, PeopleSoft Software.

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EDUCATION

- Bachelors of Science in Psychology - (Frostburg State University - Frostburg, MD)