

ROBERT SMITH

Business Operations Associate I

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Seeking a career as a trainer in the insurance field. With my education background and experience working with the insurance personal lines system, can combine the two to train others in this profession. goal is to provide agents with a wealth of knowledge helping them to become better, efficient and more fluent in the system, enhancing their ability to provide superior service to their clients.

EXPERIENCE

Business Operations Associate I

ABC Corporation - OCTOBER 2010 - JUNE 2012

- Primary responsibilities include managing and collecting customer accounts receivable while ensuring the highest level of customer service, to both external customers as well as corporate and field office employees.
- Essential Functions Manage total accounts receivable with an Aging in excess of \$3.5 million.
- Responsible for gathering the necessary data to assist Management with account specific decisions.
- Support liaison for field offices and Operational Support Group with questions pertaining to those local/regional accounts on their aging including but not limited to client billing and payment policies and/or procedures, PeopleSoft issues, etc.
- Auditing accounts to ensure accurate billing and client specific information.
- Management of National customer accounts, including but not limited to invoicing, PO tracking, account resolution and working with client to resolve outstanding issues Serve as support liaison for field offices and Leadership with questions pertaining to accounts on aging including but not limited to Vendor Management Systems and payment policies and/ or procedures, PeopleSoft issues, etc.
- Weekly audits for quality assurance in billing and PO funding tracking Improved processes and created efficiencies for National Accounts VALUE OFFERED Proven success in motivating, and developing people while building a team to execute company objectives and reach goals.

Business Operations Associate

Delta Corporation - 2008 - 2010

- Responsible for collecting on \$1.4 million of accounts receivable as part of a three-person team Supported two sales offices, including three .
- Supported client accounts by managing operational process of a \$12M portfolio Educated and trained project/account teams on Sapients project .

- Reconciled discrepancies between accounts receivable general ledger.
- Worked alongside clients and managers implementing new billing strategies to help eliminate bad debt.
- Composed effective accounting reports summarizing accounts receivable data.
- Responsible for weekly billing of over one million dollars of billable hours.
- A leading IT staffing, talent management, and IT services provider, deploying over 80,000 professionals to clients in the United States, Europe, and .

EDUCATION

- Bachelor of Science in Business Administration - (Towson University)

SKILLS

Computer Proficient in Microsoft Excel, PowerPoint, Word. Familiarity with Microsoft Access.