

ROBERT SMITH

Business Operations Associate II

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Business Management, for the past 15 years, have delivered extraordinary results in both processing and business operations support fields of the companies that have worked for. also have 5 additional years of broad experience in customer service by working while in college that have allowed to be recognized as an extremely dependable, highly-motivated and goal-oriented coworker who pays great attention to detail in order to deliver more than what is expected.

OCTOBER 2011 - 2020

BUSINESS OPERATIONS ASSOCIATE II - ALLIANCE BERNSTEIN

- Provided to management and other analysts in a timely and accurate manner as needed.
- Verified the reports portray accurate information based on information requested by end user.
- Completed requests from internal associates for additional reports and business operating system inquiries.
- Reporting is of a time sensitive nature so excel in fast paced environment.
- Keep open line of communication between our team and the departments we support.
- Worked with the Finance team to deposit checks and manage monthly rent distribution and collection.
- Trained the team on correctly submitting and tracking expenses

2008 - 2011

BUSINESS OPERATIONS ASSOCIATE - DELTA CORPORATION

- Responsible for accurately and efficiently servicing existing insurance policy holders, new customers, analyzing problems and taking corrective .
- Maintaining established levels of productivity and quality in processing work assigned with the established timeframe.
- Demonstrate the ability to determine/analyze information to make appropriate decisions and solve problems.
- Strong Customer Service Skills and the ability to function effectively in a fast paced, team oriented environment.
- Manage \$4.5 million dollars in total overdue balances for seven clients Worked with the upper management of clients to resolve past due balances .
- Developed joint venture structures to enable veterinarians to purchase ownership stakes in NVA practices to drive increased hospital profitability .
- Implemented and operationalized the sales crediting system in SAS for a pharmaceutical company in the US Analyzed product/brand performance using .

EDUCATION

BBA in Business Management - 1994(Texas-San Antonio - San Antonio, TX)

SKILLS

Proficient In The Use Of Microsoft Office Suites Of Tools Such As Excel, Access, Outlook And Word.