

Robert Smith

Business Operations Associate

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SUMMARY

Business operations professional with an entrepreneurial spirit and a passion for providing excellent customer service -Strategic planner that helped a small pharmaceutical consulting company grow rapidly from 6 to over 40 employees in just over 4 years -Operate with a strong sense of urgency and thrive in a fast-paced setting -Excellent written, verbal and interpersonal communication skills.

SKILLS

Microsoft Office, Office Management, Leadership.

WORK EXPERIENCE

Business Operations Associate

TEKsystems - March 2015 - 2020

- Responsible for maintenance and collections of multiple accounts receivable clients.
- Responsible for invoicing, purchase order tracking, and account resolution.
- During my time here I was able to resolve and collect hundreds of thousands of dollars in outstanding invoices.
- Was able to get multiple accounts resolved and get the client up to date with their payment process.
- Skills Used Outstanding customer service.
- Great partnership between back office and field office co-workers.
- Highly organized and able to manage time well.

Business Operations Associate

Delta Corporation - 2012 - 2015

- Audited weekly invoicing for multiple field offices Streamlined process for communication with internal customers Coordinated with multiple .
- Entry-level bookkeeping using Quickbooks to accurately balance accounts receivable and payable Accurately process and apply invoices, deposits, and .
- Inform employees and visitors about events at WCS facilities Proposed and .
- Manage an Accounts Receivable Aging of an average of \$4.5 million Successfully collected over \$50,000 in past due money and .
- Collect and reconcile balances on an aging on average of \$5mil+; to provide excellent customer service with servant mentality to all clients on my .
- Managed Accounts Receivable with an aging in excess of \$3 million and was responsible for invoicing, collections, and problem resolution with .
- Supported two or more field offices in the capacity of a liaison to assist with payroll-related processes and policies, system questions and issues.

EDUCATION

Associates in Psychology - 2009(University of Phoenix-Online Campus)