

ROBERT SMITH

Business Service Representative III

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SUMMARY

17+ years' combined experience in Customer Service, Advanced Administrative Support and Project Management with an emphasis in analytical skills, organization and conflict resolution. Proven ability in: customer relations, strategic planning, operations analysis and team leadership. Effective communicator and team-player with broad experience in managing change.

SKILLS

Finance management, Leadership, Good Communication.

WORK EXPERIENCE

Business Service Representative III

ABC Corporation - 1998 – July 2015

- Serve as a primary liaison for various business accounts, particularly State of California departments and agencies.
- Create and maintain cost analyses reports, spreadsheets, and databases for business accounts; provide requested financial information to internal management as well as account holder personnel.
- Identify, develop and maintain strategic relationships to expand business network and market reach.
- Facilitate in the development and launch of new products.
- Contribute to company growth and development by effectively maintaining a fast paced and productive environment.
- Recommend products to business customers, based on customers needs and interests.
- Answer customers questions about products, prices, availability, product uses, and credit terms.

Business Service Representative

Delta Corporation - 1999 – 2002

- Accurately completes computer data entry Obtains Consent for Medical Treatment and Release of Medical Records Information.
- Collect and validate patient demographic and insurance information.
- Obtain health, financial and religious information from patients at the time of admission Obtain signatures for financial responsibility and .
- Maintain positive working relationships with patients, physicians, visitors, and hospital staff Work in compliance with hospital policies and .
- Answered phones, handled multi-line phones, voicemail, emails, paging over intercom, product research, troubleshoot technical issues via internet, .
- posting deliveries and post goods, list of incomplete sales, etc), managed special accounts, sent Pending and Commission reports, helped created and .
- Represented Michigan Work as the one of the lead reps for the JET Program for women & children on FIP assistance.

SCHOLASTICS

- Business Administration - 2012(American River College - Sacramento, CA)