

ROBERT SMITH

Business Service Representative/Supervisor

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Organized and efficient, detail oriented, highly skilled in office administration, data organization, proofreading and database management. Extensive experience with complex health care database systems, familiar with Insurance Verification and Medical Coding and Claims Processing.

EXPERIENCE

Business Service Representative/Supervisor

ABC Corporation - AUGUST 1998 - JUNE 2011

- Customer service Business Service Representative, Confer with customers by telephone or in person to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Contact customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
- Resolve customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Experience with customer negotiations and conflict resolution.

Business Service Representative

Delta Corporation - 1994 - 1998

- Called businesses to facilitate the sales process of selling high speed internet, phones and cable to small-to-medium size companies nationwide.
- Consistently met sales quotas and call quotas.
- Promoted to Senior Sales Representative and was in top 10% of sales force.
- As a Business Service Representative main goal was providing excellent customer service to employers (primarily via telephone) in Region.
- Provide vital information to employers/staff to secure appropriate staffing/job orders for their companies as well as guide them through the posting .
- Obtain hires/ audit job postings on a daily basis in a timely manner.

- Support of not only BSU but help ES with any questions/concerns at a moments notice.

EDUCATION

- Ba in Communication - 1989(Central Michigan university - Mount Pleasant, MI)

SKILLS

Microsoft Office, Records & Management, Quick Learner, Excellent Communication, Excellent Time Management And Organizational.