

Asst. Business Service Representative

ROBERT SMITH

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Objective

Highly qualified Business Service Representative with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

Skills

Schedules, Telephones, Several Billing Software Packages.

Work Experience

Asst. Business Service Representative

ABC Corporation - 2009 – 2011

- Manages high-volume workload within a deadline-driven environment.
- Resolves an average of 400 inquiries in any given month and consistently meets performance benchmarks in all areas (speed, accuracy, promptness).
- Provides courteous and professional customer service to both internal and external customers.
- Consistently scores 100% on customer satisfaction surveys.
- Handles and accesses business accounts that bring in revenue of up to \$100,000 monthly with high levels of security.
- Evaluates and analyzes problems at hand, assisting with resolving customers issues with both devices and software.
- Follows-up on customer inquiries for complex request.

Business Service Representative

Delta Corporation - 1995 – 2000

- Involved in taskforce after divestiture of the phone company as a liaison between Ameritech and AT&T to insure correct information flow and process .
- Interacted with new business customers to provide complex telecommunication phone systems, service enhancements, and clarify first time billing .
- Train customers on how to balance and maintain checking / savings accounts Actively sell financial products to potential or current customers.
- Customer service collection of co-pays posting payments, using IDX and BAR.
- Set up New patient accounts, verify insurance eligibility and benefits.
- Provide SRS Business Services Customers with prompt, courteous and professional service.
- Assure billing inquiries are handled to Customers satisfaction.

Education

Bachelor of Science in Business Administration - (University of Louisiana at Lafayette - Lafayette, LA)