# OLIVIA SMITH

# **Business Support Specialist**

support@qwikresume.com **└** (123) 456 7899 **?** Los Angeles





# PROFESSIONAL SUMMARY

Dynamic Business Support Specialist with over 7 years of experience enhancing operational efficiency through superior administrative support and strategic problem-solving. Proven ability to manage complex projects, streamline processes, and foster strong client relationships. Committed to driving business success and delivering exceptional service in fastpaced environments.

#### WORK EXPERIENCE

## **Business Support Specialist**

Feb/2020-Ongoing

## Blue Sky Innovations

T Chicago, IL

- 1. Conduct comprehensive audits to ensure accuracy and data integrity across financial files within the revenue cycle.
- 2. Reconcile and balance claims and billing data, achieving timely resolution of discrepancies.
- 3. Load and verify accounts receivable data, ensuring accuracy before integration into business applications.
- 4. Import and reconcile new business data efficiently, maintaining seamless operations.
- 5. Provided administrative support to enhance operational efficiency and productivity.
- 6. Monitor and manage the receipt and storage of itemization files and host reports.
- 7. Develop and maintain auditing records to track electronic file processing and escalate issues as needed.

# **Business Support Specialist**

## Feb / 2018-Feb / 2020

Summit Peak Industries

**耳** Denver, CO

- 1. Create and maintain comprehensive burn rate reports for time and materials (T&M) projects, enhancing project transparency.
- 2. Manage the status of official change requests (CRQs) and reporting for multiple CLINs, streamlining invoicing processes.
- 3. Collaborate with a team to achieve contract certifications within a tight timeline, ensuring compliance.
- 4. Oversee reporting and actions for Datacenter decommissioning and server relocation, updating the configuration management database (CMDB).
- 5. Coordinate logistics for leadership meeting scheduling, ensuring effective communication across teams.
- 6. Facilitate subcontractor matrix management to optimize resource allocation and project outcomes.

# **EDUCATION**

# Bachelor of Science in Business Administration

m Feb/2016-Feb/2018

University of Illinois

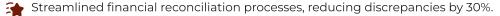
Fortland, OR

Focused on management principles and operational strategies.

## **SKILLS**

Data Analysis Process Improvement **Project Coordination** Client Support 

# **ACHIEVEMENTS**



Developed comprehensive audit systems that improved data accuracy and integrity by over 25%.

Successfully managed multiple projects simultaneously, achieving a 95% on-time delivery rate.