Robert Smith

Case Specialist I

CONTACT DETAILS

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PERSONAL STATEMENT

A results-oriented professional, with a strong combination of cross-functional experience, both temporary and permanent in the Legal and Customer Service markets.

WORK EXPERIENCE

Case Specialist I

ABC Corporation - November 2007 – July 2008

Responsibilities:

- Trained extensively in multiple corporate retirement plans to be able to provide up to date and relevant information to clients.
- Promoted to a case specialist level 2 within two weeks of employment.
- Responsible for assisting a case load of 200 clients with their tax liabilities Requires knowledge of every state law on Offer in Compromise and .
- Correspond with the insured or agent to obtain information or inform them of the application status or changes.
- Developed and maintained accurate and complete case records for all ISAP Program Participants from entry to release from the Intensive Supervision.
- Contacted insurance carriers to inquire about policy status, fix issues or makes changes on behalf of the customer and sales agent.
- Worked on individual stations, would help complete orders by doing re-works and jumping on any machine that needed help and moving people around as necessary.

Case Specialist

Delta Corporation - 2004 – 2007

Responsibilities:

- Worked as regular associate for less than 8 months before decided to promote over other associates.
- Ensured all eligible youth in and awaiting community residential placements.
- Maintained access to healthcare through referrals.
- Assigned to Case Mangers.
- Conducted all DFCS and DJJ required assessments and case creation for needed services.
- Assigned PCP, PDC, and scheduled appointments for all members.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

B.S. in Finance - (DeSales University)

SKILLS

Data Entry, Administrative Specialist, Customer Service.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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