Robert Smith

Client Analyst

CONTACT DETAILS

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PERSONAL STATEMENT

Dedicated Client Analyst motivated to maintain customer satisfaction and contribute to company success. Core Strenghts Strong organizational skills Active listening skills Seasoned in conflict resolution Sharp problem solver Courteous demeanor Energetic work attitude Adaptive team player.

WORK EXPERIENCE

Client Analyst

ABC Corporation - June 2012 – July 2013

Responsibilities:

- Serviced and maintained revenue on assigned media agency accounts.
- Acted as the day to day contact and liaison for all projects.
- Monitored progress of studies, recruitment, and results while keeping the client informed and updated.
- Led client meetings and training sessions.
- Maintained and grown existing relationships with clients.
- Provided solutions to client questions and troubleshooting issues.
- Worked on higher-level projects and proposals.

Client Analyst

Delta Corporation - 2011 – 2012

Responsibilities:

- To provide the highest quality services to the client.
- Oversee every aspect of the document custodian business to maintain stability and precision in the workflow.
- Controlled the executing of documents for the closure of mortgages.
- Customized a daily log for the release of mortgage documents.
- Processed, maintained, and oversaw all monthly statements for clients Prepared and reviewed applications for new clients Merged all new and existing.
- Routine maintenance, troubleshooting, and development of system software.
- Monitored and processed flows to ensure client cases were progressing through the workflow Report preparation, client analytics.

Education

G.E.D

SKILLS

Marketing, Communication, Efficient, Data Entry, Microsoft Office, Dependable.

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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