

ROBERT SMITH

Jr. Client Relations Specialist

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SUMMARY

A results oriented financial executive skilled at conceptualizing and implementing strategic objectives, an effective manager and strong leader with a proven track record in corporate finance and business development.

SKILLS

Time-management, Leadership, Administrative, Team Oriented, Self-motivated.

WORK EXPERIENCE

Jr. Client Relations Specialist

ABC Corporation - April 2010 – April 2013

- Scheduled clients for appointments through referrals or doctors.
- Taken deposits and checks outpatients at the end of their visit.
- Maintained a professional and confidential environment for all clients.
- Researched and communicated with the patient about sensitive billing issues and respond to inquiries regarding billing issues and problems.
- Worked with BlueCross BlueShield insurance for pre-authorization and claims.
- Followed up on submitted claims, and resubmitted claims as necessary.
- Ensured patient accounts are up-to-date and billing information is accurate.

Client Relations Specialist

Delta Corporation - 2007 – 2010

- Responsible for account management and growth of 100+ hospital accounts across the U.S Provided training and for clients on best practices.
- Collaborate with clients to create dynamic and engaging marketing and promotional content.
- Assisted in business and brand development for hospitals and medical centers/physician practices.
- Accept Client Orders Invoice Clients Communicate Clients needs to chef Prepare event presentations and displays Hire and train service staff for.
- Side by side phone listenings with trained brokerage associates to learn how to give enhanced guidance to clients regarding their investments.
- Training for FINRA Series 7 and 63 licensing.
- Analyze client feedback and work with product development team to improve service Built strong client relationships and helped implement cost-saving.

SCHOLASTICS

- Bachelor Of Arts In Psychology - (University Of Illinois At Chicago - Chicago, IL)