# Robert Smith

## *Client Representative III*

## PERSONAL STATEMENT

Dedicated to continuous process improvement in the face of rapidly evolving and changing markets. Extremely results- oriented and proactive in addressing and resolving problems.

## WORK EXPERIENCE

### *Client Representative III*

**ABC Corporation - May 2011 – March 2013**

*Responsibilities:*

- Responsible for the daily management of accounts through both inbound and outbound calls, including but not limited to educating accounts on their benefit plans and our administrative services.
- Provided constant support to groups and brokers by reconciling billing, enrollment, and benefit issues, troubleshooting all questions/concerns, documenting issues/potential problems in system, and keeping management advised of any potential problems.
- Researched and responded to customer questions.
- Developed and maintain client relationship with administrators and carriers through inbound and outbound calls.
- During conversations with customers, needed the ability to identify opportunities to add additional accounts and services (sales).
- Maintained appropriate records, files and documentation.
- Needed good knowledge of healthcare plans and industry language, as well as an understanding of ERISA regulations.

### *Client Representative*

**ABC Corporation - 2008 – 2011**

*Responsibilities:*

- Responsibilities Greeted and escorted client to room for scheduled appointment.
- Answered incoming calls, obtained new client information, and created appointments as needed.
- Managed appointment calendar for multiple Veterinarians.
- Fielded client questions and concerns, and assisted with food and prescription orders.
- Ensured charts were complete and filed appropriately throughout the day.
- Printed closing reports, counted cash drawer, and prepared deposit.
- Performed administrative duties as necessary..

## Education

Bachelor of Arts in Business Operations - (Washington State University - Pullman, WA)

## *CONTACT DETAILS*

1737 Marshville Road, Alabama
(123)-456-7899
info@qwikresume.com
**www.qwikresume.com**

## *SKILLS*

Document production, Discovery responses, legal research, ordering supplies, filing, typing, answering phones.

## *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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