

ROBERT SMITH

Client Services Specialist II

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

Over 25 years comprehensive and progressive experience providing outstanding Customer Service and Administrative Support in various industries such as pharmaceutical, healthcare, automotive and insurance industries.

SKILLS

Salesforce.

WORK EXPERIENCE

Client Services Specialist II

The Employment Law Group - November 2008 – 2019

- Providing quality customer service to internal and external clients, including but not limited to handling inquiries received via phone and internet to identify viable potential clients.
- Greet clients upon arrival for consultations.
- Following up on inquiries received via email and other sources such as website, web chat, text and voicemail within two hours.
- Navigating online Salesforce software to create and manage all inquiries electronically.
- Effectively explaining the firms intake procedure and scheduling consultations with attorneys.
- Processing payment transaction, such as, personal checks, credit card transactions, bank transfer and money orders.
- Receiving and organizing retainer/evaluation agreements; supporting documentation for client case files and ensuring proper dissemination to appropriate staff, attorneys and case investigators.

Client Services Specialist

ABC Corporation - 2006 – 2008

- Triage new matters and report case status and deadlines to supervising attorneys.
- Draft case summaries, case maps and provide attorneys with status review of pending matters.
- Draft pleadings, motions, discovery demands and responses, and other litigation related correspondence.
- Assist supervising attorneys with trial preparation and provide support for Appellate Division and Superior Court cases.
- Prepare and execute state and federal electronic filings in Foreclosure, Bankruptcy, Civil and Special Civil Division actions.
- Perform legal research using WestLaw Next, Lexis Nexis, federal, state and county websites.
- Maintain attorney appearance calendars for corresponding matters..

SCHOLASTICS

- Master of Public Administration in Public Administration - (Bowie State University - Bowie, MD)