

ROBERT SMITH

Client Services Specialist/Analyst

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Attentive and detail-oriented professional having over 10 years of working experience dedicated to delivering exceptional service to all stakeholders. Recognized for exceptional work ethic and exemplary ability to prioritize tasks, organize spaces, and schedule events within fast-paced environments. Reliable team player that is results-driven; building positive and long-term relationships with professionals of all levels.

MAY 2000 - AUGUST 2008

CLIENT SERVICES SPECIALIST/ANALYST - ABC CORPORATION

- Answered a constant flow of customer calls with up to 110 calls in queue per minute.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched and resolved customer service issues.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Resolved service, pricing and technical problems for customers by asking clear and specific questions.

1999 - 2000

CLIENT SERVICES SPECIALIST - CENTERSTONE (MANATEE GLENS)

- 941-782-4100 379 6th Avenue West, Bradenton FL 34205 degClient Services Specialist --Front desk for physician and therapists.
- Routine handled as many as 100 clients contacts a day in busy psychiatric care/counseling office.
- Outpatient Service performs data entry and report preparation.
- Provide clerical/ secretary support for doctors and basic duties which include answering phones, interacting with clients, assembling charts, and transcribing physicians orders.
- Make appointments for all services.
- Collect co-pays and explain bills.
- Insurance terminology..

EDUCATION

Bachelor of Arts in Human Resource Management, Business Management -

(American Public University)

SKILLS

Microsoft Word, Access, Excel and PowerPoint; FileMaker.