ROBERT SMITH

Commercial Account Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Looking for a Commercial Account Representative position with experience in continuous process improvement, quality services, customer relations, third party account processing and employee supervision.

CORE COMPETENCIES

Microsoft Office, Account Management, Data Entry.

PROFESSIONAL EXPERIENCE

Commercial Account Representative

ABC Corporation - 1994 – 1996

Key Deliverables:

- Processed credit cards, daily wired funds, and bank invoices while ensuring same-day processing.
- Recorded and filed tabulations of correspondences, retrievals, returned checks, and payment investigation.
- Faxed third party client daily reports of volumes and dollars processed.
- Created and maintained monthly reports of volumes and dollars processed, exceptions, and items requiring special handling.
- Verified and updated customer accounts information and resolved discrepancies.
- Processed daily production and exception payments on various types of mail extraction equipment.
- Managed the companys largest accounts while operating as a Commercial Account Representative.

Commercial Account Representative

Delta Corporation - 2004 – 2005

Key Deliverables:

- Ensure proper pricing Follow up with Commercial jobs to encourage timely payment Handled customer concerns and satisfaction Contacted inactive .
- Receive endorsed policies and ensure that all changes have been made correctly before sending out to the insured Reviewing renewal policies and .
- Responsible for Small & Medium Sized Renewal Accounts Received & Reviewed New Business Submissions Rated, Quoted, Bound Coverage with Multiple Marine .
- Responsible for Marine Dept Operation for 1 Year Serviced Retail Agents throughout the Midwest & South USA Maintained Renewal Accounts & Marketed New .
- Managed a deck of accounts, providing product and application solutions.

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- Identified new customer opportunities, provided product pricing, developed sales market strategies.
- Helped customers define their requirements and developed solutions to meet those requirements.

EDUCATION

Bachelor of Science in Business Administration - (Old Dominion University - Norfolk, VA)

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