

ROBERT SMITH

Correspondence Specialist

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

SUMMARY

Reliable Human Resources Manager with Bachelor's of Science in Human Services and Management and background in Recruiting. Genuine and Passionate with 10 years of experience in Recruiting and Management.

CORE COMPETENCIES

Powerpoint, Excel, Office Management, Payroll, Staffing, Staff Management, Training & Development, Communication, Data Entry, Customer Service, Curriculum Development, Microsoft, Customer Relationship Management.

PROFESSIONAL EXPERIENCE

Correspondence Specialist

ABC Corporation - 2013 – 2014

Key Deliverables:

- Schedule or dispatch workers, work crews, equipment, or service vehicles to appropriate locations, according to customer requests, specifications, or needs, using radios or telephones.
- Receive or prepare work orders.
- Confer with customers or supervising personnel to address questions, problems, or requests for service or equipment.
- Record and maintain files or records of customer requests, work or services performed, charges, expenses, inventory, or other dispatch information.
- Prepare documents and correspondence such as damage claims, credit and billing inquiries, invoices, and service complaints.
- Compile data from records to prepare periodic reports.
- Type acknowledgment letters to persons sending correspondence.

Correspondence Specialist

Delta Corporation - 2009 – 2013

Key Deliverables:

- Discovered and compiled strategies for sales representatives to pinpoint new ideas for current clients using marketing and sales techniques.
- Composed headline possibilities for speculative advertisements for new merchants.
- Consulted, proposed, and reviewed advertisement options with various sales representatives and clients.
- Received and released confidential patient information for clients to receive disability compensation for various agencies.
- Data entry, locating and filing patients charts Traveled to other sites to file patient information.

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- Customer Service Log and handle incoming phone calls Utilize tools to determine the best route to assist the customer Document incoming emails, faxes .
- Conducted in-depth research of customer complaints and inquiries.

EDUCATION

- Master's in Counseling- Mental Health w/ Emphasis in Management Counseling - 2015(Webster University - St. Louis, MO)