ROBERT SMITH

Correspondence Specialist

E-mail: info@qwikresumc.com **Phone:** (0123)-456-789

SUMMARY

Outgoing, energetic professional with a successful record of embracing new challenges and a passion for the art of Marketing. Driven to establish and achieve business objectives. Excellent listening skills and positive demeanor. Resourceful team member, skilled in identifying project needs and creatively solving problems.

SKILLS

Communications, Launches, Project Planning, Organization.

WORK EXPERIENCE

Correspondence Specialist

ABC Corporation - January 2011 – May 2012

- Responsible for performing clerical tasks to ensure the appropriate processing, maintenance, and retrieval of patients medical records.
- Provided security for customers records at all times.
- Accounted for money and other forms of cash payment in connection with commercial or government activities reviews and evaluations information to determine compliance with laws.
- Retrieved manual records from health centers or electronic medical records from a computer database.
- Performed day-to-day administrative tasks such as maintaining information files and processing government health contracts and health records.
- Operated office equipment such as voice mail messaging systems, copiers, fax machines, UB92 billing, scanning, medical terminology, etc.
- Operated all telecommunication related equipment; Conveyance consoles, beepers, cellular phones, typewriter, two-way radio, back-up microphone, fax machine.

Correspondence Specialist

Delta Corporation - 2009 – 2011

- Evaluated all routine and non-routine letters and e-mails according to regulations governing the federal Family Education Program.
- Generated written responses from letters and e-mails addressing all issues in the borrower s letter or e-mail.
- Reviewed Automated Consumer Disputes received from Equifax Credit Information Services to determine if a credit correction is necessary.
- Processed inbound requests for automatic withdrawal of borrowers payments from their checking or savings accounts.
- Performed the QDRO approval service which includes reviewing, approving, rejecting, and implementing QDROs.
- Established processing guidelines for the QDRO approval service.

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- Produced monthly and quarterly reports.

SCHOLASTICS

- Bachelor in Project Management - (Strayer University)

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