

ROBERT SMITH

Correspondence Specialist

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Seeking to utilize skills in customer service, problem-solving, organization, and communication in a results-driven sales or customer service position.

EXPERIENCE

Correspondence Specialist

ABC Corporation - DECEMBER 2003 - JULY 2007

- Completed form letters and E-mails in response to requests or problems identified in correspondence.
- Composed letters and E-mails in reply to correspondence concerning such items as requests for merchandise, damage claims, incorrect billings, or unsatisfactory service.
- Ensured letters and E-mails were of high quality regarding grammar, punctuation, composition, and writing style, and that confidentiality standard was maintained.
- Gathered records pertinent to specific problems, review them for completeness and accuracy and attach records to correspondence as necessary.
- Aided in expediting consumer repairs by coordinating schedules, parts shipments, and financial assistance.
- Researched and problem solved difficult consumer inquiries/complaints and brought to the proper resolution.
- Trained new employees on how to write letters and other aspects.

Correspondence Specialist

Delta Corporation - 2002 - 2003

- Send letters out to appellants detailing what their next course of action should be - Train new employees on how to write letters and other aspects.
- Review medical files and contact the appellant to update the file and/or gain new information.
- Scanned mailed documents into computer Separate and index documents to the appropriate files Ensure that the indexed documents are sent to the.
- Received, sorted, and distributed all incoming mail to the appropriate office departments Examined file materials to determine the prime subject matter.
- Proofread 200-300 outgoing client letters daily, facilitating a rise in accuracy rate from 93% to 99% and resulting in departmental bonuses Provided.
- Maintenance of client accounts with detailed research.
- Create response letters, providing detailed resolution of customers

initial request.

EDUCATION

- Associates Degree in Applied Science in Medical Services - (Kalamazoo Valley Community College - Kalamazoo, MI)

SKILLS

Microsoft Word, Excel, Powerpoint, Access.