

# ROBERT SMITH

## Credit and Collections Analyst II

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### SUMMARY

Self-motivated collections analyst with 10+ years of experience in account management and administrative services supporting all levels of management. Diversified skill sets covering administrative support, client relations, business writing, account management, and project management. Experienced with accounting and credit databases/interfaces such as Oracle and Experian.

### SKILLS

Word Processing, Customer Service, Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Microsoft Excel, Typing, Organizational, Process Improvement, Problem Resolution, Time Management, Scheduling

### WORK EXPERIENCE

#### **Credit and Collections Analyst II**

Staples Shared Services - May 2011 – Present

- Perform routine administrative and secretarial functions to support management and customers including but not limited to: copying, sorting mail received from customers; compose various types of letters and emails.
- Answered multi-line telephones and assisted callers with inquiries regarding billing disputes, account maintenance, pending orders from customers and sales department; redirected calls to as needed to various departments as needed.
- Accessed and maintained customers credit card numbers, experian credit reports, customer contact information, and internal correspondence concerning findings on fraudulent accounts while maintaining the confidentiality guidelines established by the corporation pertaining to client data gathering.
- Effectively respond to internal and external customer inquiries via email and phone in a timely manner, while managing a portfolio of 4,000 new customer accounts.
- Collect, apply, and reduce unapplied payments on accounts totaling over 1.6 million dollars.
- Educate customers on account set-up concerns (billing frequency, billing method, unapplied payments, and credits).
- Coordinates team events and activities to promote team-building and positive workplace morale. Attends and recommends refresher training and staff meetings to remain efficient and knowledgeable in procedural and policy changes to support the business needs.

#### **Unit Supply Specialist (92Y)**

South Carolina Army National Guard - September 2005 – Present

- Answered multi-line telephones and assisted soldiers with inquiries; redirected calls to unit personnel.
- Receive, inspect, coordinate inventory, load/unload, issue and deliver supplies and equipment.

- Maintain automated supply system for accounting of organizational and installation supplies and equipment.
- Create, update, and file hand receipts, clothing, and equipment records conduct equipment inventory for soldiers who are out processing and review statement of charges with those who are missing equipment.
- Issue and receive small arms. Secure and control weapons and ammunition in security areas.
- Schedule and perform preventive and organizational maintenance on weapons.
- Maintained soldiers records containing sensitive information, such as social security numbers, enlisted termination dates, and weapon serial numbers.

## SCHOLASTICS

- Master Of Science in Criminal Justice - September 2016(South University - Columbia, SC )  
Bachelor Of Science in Legal Studies - March 2013(South University - Columbia, SC )