

# ROBERT SMITH

## CREDIT/COLLECTIONS ANALYST II

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Meticulously researches and utilizes analytical, pragmatic and strategic thinking skills in the review of protocol, assessment of materials to identify issues, and offering of recommendations for areas of improvement to increase efficiency, work flow and procedural effectiveness.

## EXPERIENCE

### CREDIT/COLLECTIONS ANALYST II

#### CENTURYLINK / QWEST - JULY 2007 - PRESENT

- A provider of broadband wireless, tv and voice services for consumers, businesses, wholesale and government customers across the usa & a global leader in cloud infrastructure.
- Adept in time management skills, develop positive relationships with sales/support organizations. Initiate & attend meetings to resolve open balances, including organization of documentation and contract agreements. Analyze existing revenue for recommendations to upper management.
- Handle situations which may require adaptation of response or extensive research according to customer response. Answer customer and internal department inquiries and resolve problems. Continually gain extensive knowledge of the organization, procedures, & systems.
- Use computerized system for tracking, information gathering, and/or troubleshooting including advanced problem solving. Navigate a computerized data entry system or other relevant applications. Apply knowledge when working with both internal and external customers. Work multiple complex systems with unique process requirements for these systems.
- Work on assignments that are moderately complex requiring some judgment and initiative after learning the work routines.
- Recommend changes for collection effectiveness. Peer coaches team members to assist with resolution of collection/customer issues. Works with little or no supervision.
- Assist business customers with placing online payments to account with credit card and electronic transfer. Assist business customers' with billing inquiries, request, disputes & arrangements.

### DP COORDINATOR II

#### HIPAA Security Project Team - APRIL 2002 - APRIL 2003

- Provide security services in the analysis, development and maintenance of department computer systems and applications.
- Develop recommendations, implement technology solutions, draft

and design organizational policies, procedures, & contingency plans.

- Coordinate with all internal departments to obtain the best service for the customer in managing the customer's accounts.
- Use multiple computer systems simultaneously to process service orders, receive payments, and research customers' accounts.
- Maintain a proactive approach in meeting customer needs and expectations within the confines of legal guidelines.
- Manage each customer interaction with utmost professionalism, courtesy and responsiveness.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

## EDUCATION

- BACHELOR OF SCIENCE in ECONOMICS - 2002(UNIVERSITY OF MARY )  
ASSOCIATES IN APPLIED SCIENCE - 2001(UNIVERSITY OF MARY )  
BSC in GEOGRAPHIC INFORMATION SYSTEMS - 2007 (DEVRY UNIVERSITY )  
Sales - (BISMARCK STATE COLLEGE )

## SKILLS

Knowledge Of SAP, Oracle, Microsoft Dynamics/Great Plains, Northridge, Loanledger, Microsoft Office