ROBERT SMITH

Customer Service Administrator

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

SUMMARY

2 years of experience as a Customer Service Administrator is now looking is to obtain employment with a company that allows me to utilize my experience in customer service and leadership to assist both parties to grow with the changing business climate.

CORE COMPETENCIES

Internet, Outlook, Word, Excel, Data Entry, Customer Service, Administrative, Recruiting, Human Resources And Payroll.

PROFESSIONAL EXPERIENCE

Customer Service Administrator

Remedy Staffing - August 2011 – September 2012

Key Deliverables:

- Enrolled applicants into our database management system, gather information and enter data into our customized computer program.
- Daily maintenance of applicant database documenting all activity for each applicant.
- Worked with colleges and universities to recruit quality students for client opportunities.
- Human resources handling all aspects of employer/employee relationships, performed in-depth interviews to assess applicants work history and skills to determine potential positions matching their experience.
- Scheduled and maintained office calendar for enrollment, interviews, background investigations and follow up, drug test appointments and follow up workers compensation claims and follow up, unemployment claims and follow up, court hearings, internal and external appointments and meetings.
- Prepared court dockets and case files for workers compensation and unemployment claims via jury and non-jury trials, hearings, and motions.
- Created background information profiles to enter all required data into the appropriate form fields to obtain a full background report identifying key areas required for employment, examples of required information were felonies, misdemeanors, employment history, education verifications, references, etc.

Customer Service Administrator

Manpower - September 2010 – August 2011

Key Deliverables:

- Enrolled applicants into our database management system gathering information and entering data into our customized computer program.
- Performed in-depth interviews to assess applicants work history and skills to determine potential positions matching their experience.
- Handle all account-related paperwork, as well as prepare current positions reports for financial advisor meetings.

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- Handle customer inquiries and oversee the needs and requirements of the customer service representatives working in their department.
- Service and privileges for state inmates, implement, manage and complete on-site.
- Receive visitors and phone calls for the sales/marketing and customer service department.
- Collaborate with the expense team by generating necessary reports needed for various projects.

EDUCATION

- Associate Degree in Business/Liberal Arts - (Harper College - Palatine, IL)

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