ROBERT SMITH

Junior Data Clerk

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SUMMARY

Well-organized and dependable with excellent leadership skills.Hard-working, experienced In Data Entry, Call Center, Customer Service focused on positive results and client satisfaction. Reliable, conscientious and capable of taking initiative. Proven ability to maintain customer satisfaction and build clientele.

CORE COMPETENCIES

Microsoft office, Excel.

PROFESSIONAL EXPERIENCE

Junior Data Clerk

ABC Corporation - August 2011 – January 2014

Key Deliverables:

- Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
- Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
- Maintains data entry requirements by following data program techniques and procedures.
- Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
- Tests customer and account system changes and upgrades by inputting new data; reviewing output.
- Maintains operations by following policies and procedures; reporting needed changes.

Data Clerk

ABC Corporation - 2010 – 2011

Key Deliverables:

- Multitasking with dual monitors to process online wire requests.
- Ensuring security measures are met, working with multiple windows/applications open at one time.
- Making anywhere from 45-120 calls a day, depending on the work flow.
- Helping the team leads with responsibilities.
- Helping team members with any questions about wires.
- Worked with management to develop some standards for the wire processing.
- Proficient in Schwab Systems..

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EDUCATION

- BA in psychology - 2014(Brookhaven College - Farmers Branch, TX)

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