

ROBERT SMITH

Master Data Coordinator

info@qwikresume.com | <https://Qwikresume.com>

Possess fourteen years in the hospitality industry arranging from customer service, clerical and administrative assistant. The lapsed of five years providing high level administrative support to executives and management team. Prepared statistical reports, conduct meetings, followed up and distributed monthly throughout the company. Outstanding interpersonal, verbal, written and listening skills. Bilingual English and Spanish.

JULY 2009 - JANUARY 2011

MASTER DATA COORDINATOR - ABC CORPORATION

- Create end of the month reports for thirty six hotels for management, company executives and individual hotels.
- Assist all hotels if any questions or requests and provide support for the end of the month reporting to all.
- Gather and supervise daily reservationists spreadsheets to generate monthly room reservations revenue.
- Gather all the electronic commerce from different hotels and other information sources to update e-commerce report.
- Make the return of investment report gathering the information all the investment in the marketing campaigns.
- Enter all the information from the call center system, group listings to various reports and distribute thru the company.
- Available for all agents as support in any function or difficulties and serve as translator for any Spanish callers.

2008 - 2009

DATA COORDINATOR - ABC CORPORATION

- Sort through all incoming medical records requests, usually averaging 600 per day, and assign them to various processors for completion.
- Also direct all incoming forms that are not record request related to various departments within the hospital and clinics, specific doctors offices, as well as locations around the state that pertain to Scott & White.
- Have also processed requests for records for Social Security and Disability as well as requests coming in from various healthcare facilities, in both Texas and beyond.
- Am also responsible for ordering all office supplies and keeping up with inventory of all products.
- Assist in answering incoming calls and helping with status checks on all pending records requests as well as directing callers in all matters that have to do with the Release of Information office and protocol.

- Am also in charge of planning all office activities, such as holiday potlucks and cubicle decorating contests.
- Had also helped establish the procedures that the Scott and White records department used in order to catalogue all requests..

EDUCATION

BS in Hospitality Management - January 2004(Universidad del Este - Orlando, FL)

SKILLS

Possess Great Interpersonal Skills, Guest Service Oriented.