ROBERT SMITH

IT Data Entry Supervisor

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SUMMARY

Data Entry Supervisor with 6 years of experience, a goal-oriented individual who is always willing to go above and beyond to accomplish any job that is presented.

SKILLS

Detail Oriented, Team Player, Responsible, Great Customer Service Skills.

WORK EXPERIENCE

IT Data Entry Supervisor

MAXIMUS - January 2014 – May 2019

- Brought in as an SME to ramp up the in-house Data Entry program.
- Create guidelines, policies and procedures, SOPs for multiple client applications.
- Build, develop and lead the Data Entry team to ensure corporate and client expectations are met.
- Coach agents to meet metrics by setting goals and expectations with appropriate rewards/improvement plans.
- Analyze reports from various sources, assimilate data, import into Excel to forecast workload.
- Co-ordinate with staffing agencies to ensure staffing is adequate to meet business needs within the required timeframe.
- Act as a liaison with the developer to evaluate data entry software, recommend improvements and follow through with developers to ensure recommendations are implemented.

Data Entry Supervisor

ABC Corporation - 2013 – 2014

- It was my responsibility to supervise 3 Data Entry operators.
- Preparing their work for the day, observing their performance, tracking their leave time and payroll information.
- Also, I communicated with various insurance companies to ensure their compliance with Workers Compensation rules and regulations.
- Verified all forms that needed to be keyed by the operators assuring accuracy beforehand.
- Making sure all data was entered correctly and in a timely manner, and that employers and insurance companies completed forms correctly and in a timely manner also.
- In addition, I encouraged the operators to be aware of the importance of good attendance with high accuracy in their performance above speed, although speed was encouraged, accuracy was most important.
- Skills Used Ability to supervise others with firm yet kind disposition with concern for their well being and ability to perform tasks well.

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SCHOLASTICS

- Certification in Computer Information Technology Specialist - (Valencia College)

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