

ROBERT SMITH

Department Assistant II

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Professional with experience in the information technology, finance, and health care industries. Customer care and support in person, on the telephone, and through email.

EXPERIENCE

Department Assistant II

ABC Corporation - 2008 - 2014

- Provide administrative and technical support to the document services department which includes the scanning of hard copy correspondence into the mainframe and the distribution of the softcopy to its intended destination.
- Hundreds of documents are accounted for each day.
- Maintain Access database of all incoming and outgoing documents.
- Research missing document identifying numbers stored throughout the system to enable easy retrieval of records and documentation for processing by other departments such as legal or sales.
- Verify hardcopy and electronic claims to assist the quality assurance auditor and ensure that accurate payments are being made and correct information is being entered into the system by staff.
- Assist management in collecting and collating data for special projects.
- Answer and direct incoming calls into the department both from inside and outside Document Services.

Department Assistant

ABC Corporation - 2003 - 2008

- Supervised 50 employees engaged in serving food in 13 different food units.
- Inspected food, supplies, and equipment to maintain stock levels and ensured standards of quality are met.
- Trained workers in the performance of duties.
- Assigned and coordinated work of employees to promote an efficient operation.
- Complied with all OSHA regulations and other local, state and federal regulations.
- Promoted from food service associate to Leader in 2008 and Department Assistant in 2010.
- Skills Used Customer Service, Food Service, Managment.

EDUCATION

- Baccalaureate in Business Systems Analysis - (Tulane University - Madison, MS)

SKILLS

Typing, Word, Excel.