

# ROBERT SMITH

## Director Of First Impressions

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An administrative professional who has experience working in environments which demand organizational, technical, and interpersonal skills. Highly trustworthy, ethical, and discreet; committed to superior customer service. Confident and poised in interactions with all individuals. Detail-oriented and resourceful in completing projects; able to multi-task effectively.

## EXPERIENCE

### Director Of First Impressions

#### Kowalik And Associates - 2013 - PRESENT

- Schedule client appointments and confirm them prior to the appointment date.
- Proficient in all necessary computer applications used for our client database.
- Keep advisor and team members informed regarding pending business, production and progress.
- Prepare client birthday, anniversary, holiday, and other cards as needed for the advisor.
- Perform other duties as requested by the advisor and other office staff.
- Provided clerical support to attorneys and legal admin, assisted with the drafting of legal documents.
- Perform administrative support including answering multi-line phone system, responding to the customer etc.

### Director Of First Impressions I

#### St. Cloud Hospital - 2010 - 2012

- Perform circulation services in the health science library to guarantee professional administration.
- Proctor exams for st. Cloud hospital staff who are working on advanced degrees.
- Administer medical terminology course to patrons; including registration, collecting fees, giving final exam.
- Develop written procedures to assist staff in processing materials in an accurate manner. Make recommendations to the librarian facilitate service to the health science library patrons.
- Perform all required circulation routines to ensure accurate recording of all circulation transactions, including ill and database management.
- Grant patron requests and ensure that they are filled accurately and as quickly as possible.
- Scan and email medical journal table of contents to physicians and nurses.

## EDUCATION

- Master Of Arts - 2006(St. Cloud State University )Bachelor Of Science in Graduate - 1988(St. Cloud State University )

## SKILLS

Research, Problem Solving, Microsoft Office Proficient, Meeting Minute Taking, Reception, Travel Coordination and Medical Transcription, Answering Phones, Troubleshooting, Customer Service, Appointment Scheduling, Event Coordination, Data Entry, Typing, Filing, Organizational