

ROBERT SMITH

Assistant/Dispatcher

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

Experience Inbound Center Agent who can efficiently process a large volume of calls in a day. Adept in computer database programs offering exceptional customer service and retaining clients who have issues with the company product. Specialize in dealing with angry clients and processing large amounts of call data and interpreting customer service data from a spread sheet.

FEBRUARY 2015 - PRESENT

ASSISTANT/DISPATCHER - ABC CORPORATION

- Maintained and assisted in maintaining assigned files and records; received and processed information according to established department of transportation guidelines and procedures.
- Operated two-way radio base stations; operate paging system as required; operate electronic medical record software for orders.
- Advised personnel about traffic problems such as construction area, accidents, congestion, weather conditions, and other hazards.
- Followed up on all pending and recommended work with customer utilizing the pending work log.
- Initiated and set up new procedures to track equipment on loan to customers utilizing software for service dispatcher.
- Assigned break schedules and made sure that the daily tasks were completed.
- Maintaining calls and emergency situations for all of Reeves County and ems calls for part of ward county.

FEBRUARY 2012 - FEBRUARY 2015

ADMINISTRATIVE ASSISTANT - ABC CORPORATION

- Responsibilities provide helpful and valuable customer service to vendors and clients.
- Receives incoming mail, sorts, and priorities in order of payment due to ensure timely payment; saving the company added fees due to late payments.
- Files all documentation such as vendor receipts, company documents, employee documents, and contract paperwork.
- Provides updated insurance and business licenses documents to city or county officials as necessary in order to bid on contracts.
- Receive, review and analyze invitations for bids from various counties to determine if el-x enterprises or el-x landscaping would profit to bid.
- Generates and sends out customer invoices, collects and reports activities according to specific deadlines.
- Monitoring customer account details for non-payments delayed payments and other irregularities answer customers inquiries regarding landscaping and

construction from a referral service provider for customer leads.

EDUCATION

Associate Of Applied Science in Accounting in Accounting - 2014(NOVA - Woodbridge, VA)High School Diploma - 1999(Potomac Senior High School - Dumfries, VA)

SKILLS

Microsoft Office, Quick Books, Reliable, Dependable, Quick Learner, Motivated, Leadership, Great Team Worker, Ability To Work Without Supervision, Organized