

# ROBERT SMITH

## Dispute Resolution Specialist

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Reliable and punctual Delivers exceptional customer service Reliable team worker  
Engaging personality Excellent multi-tasker Neat, clean and professional appearance  
Proven leader Clear Communication Skills Extensive knowledge of Microsoft Office  
Ability to communicate effectively with a wide range of customers WPM 46.

## EXPERIENCE

### Dispute Resolution Specialist

#### ABC Corporation - FEBRUARY 2016 - OCTOBER 2016

- Responsible for ensuring that customer inquiries are resolved at the first point of contact unless specialist knowledge or further investigation is required.
- Responding promptly to customer inquiries in person or via telephone, letter, and email - always in a professional & efficient manner.
- Using the in-house system to record necessary information and instigate actions as required.
- Processing orders, forms, applications, and requests for information.
- Dealing efficiently with questions and queries from customers.
- Keeping up to date with all the companys products, services, and procedures.
- Directing requests and unresolved issues to other colleagues.

### Dispute Resolution Specialist

#### Delta Corporation - 2014 - 2016

- Update the customers credit report with the three major credit bureau.
- Provide clients with thorough follow up of time sensitive disputed accounts in a timely manner.
- Processed orders, billing, payments and calculated charges over 50 times weekly Resolved customer complaints and provided information about products .
- Analyze selected claims to determine if valid.
- Run MS Queries and attach results for support of claims Analyze weekly and monthly exception reports and generate applicable compliance charges .
- Settlement of escalated and high value claims generated through short and long haul moves.
- Resolve dispute between card holders and merchants.

## EDUCATION

- BS in Forensic Investigations - 2016(Keiser University - Daytona Beach, FL)

## SKILLS

Extremely Organized, Highly Self-Motivated, Team Player.