

# ROBERT SMITH

## Document Retrieval Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Possess an understanding of customer service protocol, a pleasant attitude, and skills to require to succeed in the position. Extremely productive in High-Volume situations, willing to learn new and exciting positions, hard work, and applies a great work ethic. Hard-working, dependable, professional, able to anticipate the needs of customers, co-workers, visitors, and assist them in a positive manner.

### CORE COMPETENCIES

Quality Assurance, Quality Control, Word, Excel, Conflict Resolution, Invoicing, Organizational.

### PROFESSIONAL EXPERIENCE

#### Document Retrieval Specialist

ABC Corporation - January 2012 – October 2013

##### Key Deliverables:

- Maintained of company documents for Chase.
- Stockpiled, cataloged, and retrieval of documents.
- Prepared, clear, concise and accurate records and reports.
- Updated documentation when revised.
- Maintained systems for document storage and retrieval, and help train employees on efficient system usage.
- Worked Knowledge of the correct documents needed to assemble a request packet  
Conduct research via telephone, internet and other reference material to identify or confirm request have been received by custodians of records.
- Provided quality control for all incoming records when matching to a work order.

#### Document Retrieval Specialist

Delta Corporation - 2010 – 2012

##### Key Deliverables:

- UCC, tax lien and judgment searches for state and county offices.
- Client representative, database maintenance, invoicing, mail, phone orders.
- Retrieve copies of origination documents for attorney firms Order original collateral documents for foreclosure and bankruptcy attorneys Reply to .
- First Advantage Corporation is an international background screening company and the trusted partner of over 45,000 organizations worldwide.
- Over 54 million international background screenings are conducted through FADV annually.
- Oversaw daily coordination of highly confidential information with over 127 laboratory and collection sites located across the country Skillfully .
- Provided daily interface with over 75 clinics on pricing information and services Consistently entered over 300 documents daily in the Task .

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### EDUCATION

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