

# ROBERT SMITH

## Document Retrieval Specialist

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### SUMMARY

Transformed over 10 years of customer service experience into empowering participants to make wise financial decisions by educating them on health & welfare, 401(k) and pension benefits. Obtained knowledge of ICD 9 codes, HIPAA, Medicare and Medicaid. Adopted strong organizational, written, verbal skills with the ability to multi-task.

### CORE COMPETENCIES

Benefits Administration, Customer Services.

### PROFESSIONAL EXPERIENCE

#### Document Retrieval Specialist

**ABC Corporation - October 2012 - April 2020**

##### Key Deliverables:

- Submitted written document request to facilities required by clients.
- Participated in weekly client and facility status meetings.
- Revised document request with facilities on weekly basis until request are received.
- Submitted payment to facilities when requested to retrieve documents.
- Provided clients with accurate documentation requested.
- Averaged 200 requested cases monthly Update client every 5 days with status updates Process 100% of invoice and payments required for documents weekly.
- Reviewed foreclosure loan files and placed in stacking order as instructed according to standards set forth regarding accuracy and production of company standards.

#### Document Retrieval Specialist

**Delta Corporation - 2010 - 2012**

##### Key Deliverables:

- Located documents for attorneys to utilize during the foreclosure process.
- Called the Clients for documents that were not showing in their clients system.
- Performed document retrievals and office duties.
- Routed replacement bills to different destinations in a timely manner, Worked off of an on-base system to image Insurance Explanation of Benefits, .
- Experienced in using AS400, Intelec, and GeneSys, Routed replacement bills to different destinations in a timely manner, Strived to meet current .
- Maintained daily customer contact on multi phone system.
- Inbound/ outbound calls made as third party for Citibank Mortgage Corporation connecting with existing mortgage clients for several different .

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**EDUCATION**

BA

