

Documentation Analyst

ROBERT SMITH

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Objective

Function as a full administrator to the Call Center with some similar duties as payroll assistant, HR assistant, data analyst, and emergency fulfillment coordinator. Additional background as Dispatcher for Emergency Response call center. Proficient using MS Word, Excel, and Access, ADP E-Time, and JD Edwards.

Skills

As400, RPG, Cobol/400.

Work Experience

Documentation Analyst

HILL-ROM, INC - 1992 - 2020

- Leading provider of medical technology in the health care industry including hospital beds, patient lifts, and non-invasive therapeutic products.
- Critical core to the job is data analysis, FDA compliance, and Sensor Medic emergency response to 911 emergency equipment needs and moves.
- Generated weekly status reports for the entire call center using I3 Business Manager.
- Track daily numbers for the call center generating reports recording average speed to answer, month to date, and total call volume per queue.
- Generated reports using COGNOS to identify errors in the booking system by call center representatives.
- Set up a system to automatically email reports as they are generated.
- Responsible for tracking call stats for call-center representatives based on the number of calls taken, speed to answer, hold time, and customer availability.

Documentation Analyst

Delta Corporation - 1990 - 1992

- Assisting in the development of processes of the offshore facility Building strong relationships with captive dealers over the phone Coaching new .
- Supported Documentation Team members and Regional Sales Representatives Produced accurate and timely Bill of Ladings to ensure client expectations .
- It was my assignment to interview developers, analyze RPGLE (Free) source code, design, and document the workings of two SAP (Version []) to PRMS (.)
- PREVIOUS EXPERIENCE (Continued).
- Analyzing Documentation required to fund an Auto Loan for purchased vehicle Assisting dealerships on the phone with concerns and questions about .
- Created and maintained user guides and manuals for the AS/400 home healthcare and hospice area/platform.
- Organized and set documentation standards for all AS/400 manuals.

Education

HS - (Houghton High School - Houghton, MI)