

ROBERT SMITH

Documentation Analyst

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

Over twenty years of front-line Fortune 500 experience with large scale timely projects, emergency response, short term backfills, and one-man operational history. No task has been too small, and no project has been too big.

SKILLS

Microsoft Office, Data Entry, Accounts Payable, Documentation, Data Analysis.

WORK EXPERIENCE

Documentation Analyst

ABC Corporation - May 1999 – June 2004

- Maintain Telephone Directory (TRU) for Operations site and outside Vendor telephone list.
- Data Entry; using Software Artistry application, of all problem tickets opened for each call received.
- Produced a new phase to the training program for all new hires.
- Created and updated all training records for new employees.
- Document and update procedures for all servers.
- Maintained and improved documentation for all computer staff.
- Create, print, and laminate an emergency telephone list for Managers and Supervisors.

Documentation Analyst

Delta Corporation - 1996 – 1999

- Review contracts and documents from dealerships for accuracy.
- Correct data entry and update required information.
- Contact Dealerships for necessary information and provide status updates.
- Calculate auto lease purchases residual and money factor against programs.
- Review contracts and documents from dealerships for accuracy.
- Correct data entry and update required information.
- Contact Dealerships for necessary information and provide status updates.

SCHOLASTICS

- HS - (Woodmont High School - Piedmont, SC)