ROBERT SMITH

Field Support Specialist II

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

SUMMARY

A dedicated & highly energetic Field Support Specialist II who thrives in pressure situations & complex multi-faceted assignments by being continuously driven to achieve Excellence. To obtain a position where education and knowledge in business is utilized upholding company integrity while maintaining company goals.

CORE COMPETENCIES

Microsoft Office, SAP Database, Communication

PROFESSIONAL EXPERIENCE

Field Support Specialist II

W.W. Grainger, Inc - 2010 – 2019

Key Deliverables:

- Coordinates incoming calls and emails primarily from the internal sales force and is challenged with resolving customer related inquiries such as past-due P.O.s and credit-related issues.
- This position serves as the first point of contact between our sales field and Sourcing after the order has already been placed by the customer.
- Keeping the customer on top of mind as well as evaluating the concern to determine the appropriate course of action.
- The customer service skills and response times are critical to the achievement of Department and Company goals.
- Follows up with suppliers and sales to determine a resolution.
- Takes up to 60+ calls and closes out TPCS (Customer Service) forms.
- Provides RGA (Return) information to the customer.

Field Support Specialist

Kiewit Corporation - 2005 – 2010

Key Deliverables:

- Responsible for entry of Direct Deposits, W4s, and TD-1s.
- Enter Vacation payouts of craft workers.
- Create positions within organizational units.
- Aid field with hire, rehire, and termination of craft workers.
- Investigate questions jobs have with payroll reconciliations Train managers and leads how to run payroll reports.
- This is Dummy Description data, Replace with job description relevant to your current role.
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EDUCATION

Bachelors of Science - 2006(College of Lake County - Grayslake, IL)

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