

# ROBERT SMITH

## Information Receptionist I

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Proven administrative, secretarial and executive office experience Strong background in all aspects of customer service and support Knowledge of computers.

## EXPERIENCE

### Information Receptionist I

#### ABC Corporation - JULY 2004 - OCTOBER 2006

- Supports 100% Front desk coverage, answer telephones, greet visitors and provide information about the Forest Service activities, programs, recreational opportunities, etc, and operate forest radio.
- Collects for selling National Forest maps, firewood permits, Christmas tree tags, recreation passports and accountable for fee collection.
- Maintains and orders front office handouts as necessary.
- Keeps office and display areas neat and clean.
- Responsible for office filing and assists other staff people with copying and filing.
- Updates Manuals and Handbooks.
- Acts as back up for payroll on the district.

### Information Receptionist

#### Delta Corporation - 1999 - 2004

- Assisted Katrina victims with loans, input data into computer, conversed with victims about amount of loan guaranteed to them, transferred callers to .
- Provided information concerning appointment availability, locations and general responsible of medical center Received calls into medical center from .
- Provided quick and rapid response to inquires based on established medical center performance standards Maintained statistical data on telephone .
- Maintained the medical facility telephone directories, building floor plans, organized pamphlets and directories of government agencies Performed .
- Assist all Park Rangers and management w/ various projects and duties Receive customers at the front desk Maintain a calendar for school programs and .
- Operated switchboard at the Verne E.
- Gibbs Health Center.

## EDUCATION

- Bachelors in Psychology And Criminal Justice - August 1987 (The University Of Alabama At Birmingham - Birmingham, AL)

## SKILLS

Product Knowledge, Copywriting.