

ROBERT SMITH

Asst. Lead Coordinator

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Lead Coordinator develops, enacts and leads employee training programs. Coordinator determines current and future employee training needs, assesses and improves training materials and directly leads training sessions

2005 - 2020

ASST. LEAD COORDINATOR - AMERICAN CANCER SOCIETY

- Researches, drafts and edits needs assessments, reports, presentations, flyers, and correspondence.
- Coordinates support group sessions at seven off-site locations.
- Responds to enquiries from cancer patients, friends and families (phone and walk-ins).
- Works with diverse races, cultures and across language barriers Assist in locating relevant information for individual and group needs.
- Supervises and trains interns and volunteers.
- Interface with training and call center personnel regarding volunteers and patients.
- Participates in ongoing learning opportunities on cultural competency, company practices, and latest cancer information.

2007 - 2009

LEAD COORDINATOR - DELTA CORPORATION

- Prepared customer contact lists used in marketing campaigns based on region, geographic, and previous sales history; created a sales-lead generation .
- Responsible for assisting individuals from the age of 8yrs to 17yrs old in achieving the quality of life each person wants and desires Encourage .
- The ability to effectively communicate verbally and in writing.
- And supervise staff, The ability to support the individuals in meeting their personal & financial goals, needs.
- ASA VII) Responsible for audits; filing of records; pull charts for chart reviews/insurance companies; process/fax records to medical facilities; .
- Established relationship with clients to help streamline their repackaging production in warehouse Responsible for overseeing a staff of as many as .
- Ensured customer satisfaction by controlling inventory and keeping the highest of quality assurance standards.

EDUCATION

BS In Advertising - 2011(University Of Florida - Gainesville, FL)



SKILLS

Management, Organizing.