

# ROBERT SMITH

## Lead Specialist I

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Dedicated and focused Lead Specialist who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority.

## EXPERIENCE

### Lead Specialist I

#### ABC Corporation - SEPTEMBER 2004 - AUGUST 2015

- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Maintained the front desk and reception area in a neat and organized fashion.
- Designed electronic file systems and maintained electronic and paper files.
- Dispersed incoming mail to correct recipients throughout the office.
- Made copies, sent faxes and handled all incoming and outgoing correspondence.
- Organized files, developed spreadsheets, faxed reports and scanned documents.
- Received and distributed faxes and mail in a timely manner.

### Lead Specialist

#### Delta Corporation - 1999 - 2004

- Provided excellent customer service to customers in an efficient and professional manner. Handled escalation issues. Read and interpreted tables to .
- Completed outbound calls prospecting new business, scheduled appointments and handled all customer service related requests.
- Responsible for basic office functions including answering phones, filing, and data entry.
- Provide tier III technical support in multiple systems for Internal and External customers.
- Monitor and maintain ticket and call quality.
- Supervised event specialists in a retail sales environment.
- Worked with area supervisor to coordinate cross-training, to further the development of other team members creating a more efficient and flexible .

## EDUCATION

- Bachelor of Arts in Criminal Justice - (Lubbock Christian University -

Lubbock, TX)

## **SKILLS**

Administrative Assistant, Office Management.