Robert Smith

Leave of Absence Specialist

CONTACT DETAILS

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PERSONAL STATEMENT

To obtain a part-time Leave of Absence Specialist position with an emphasis on Sales Support/Office Management utilizing extensive experience and skills. Productive in contributing effectively towards the& objectives of a team, and is able to share knowledge, ideas, and information.

WORK EXPERIENCE

Leave of Absence Specialist

ABC Corporation - August 2014 – 2020

Responsibilities:

- Planned and organized work so the Service Level Agreement Objectives are realized.
- Utilized knowledge, internal training, and system resources to provide the best customer support.
- Leveraged Systems tools to perform front-line customer support functions.
- Received, resolved and/or appropriately route inbound Leave of absence calls.
- Ensured all work is performed in accordance with targets.
- Worked to obtain first call resolution when answering calls.
- Diffused difficult situations and quickly change the direction of the call toward a satisfactory resolution.

Leave of Absence Specialist

Delta Corporation - 2010 – 2014

Responsibilities:

- Reconciled weekly payroll and arrears reports and billing for STD and NY DBL Entered and updated leave status changes in the HRIS Coordinated the .
- Assisting employees and management in the understanding of FMLA and the Foundations leave of absence guidelines and eligibility Processing incoming .
- Processed leave of absence requests for parental, medical, military, family illness, work related injuries, professional study, educational study, etc.
- Investigate situations where staff have exceeded maximum sick days and are utilizing leave without pay; May involve calling principals to investigate .
- Plan and organize work so the Service Level Agreement Objectives are realized Utilize knowledge, internal training, and system resources to provide .
- Accomplishes operations and organization mission by completing related results as needed.
- Updates job knowledge by participating in educational opportunities; reading professional publications.

SKILLS

Licensed CDL Driver With Airbrake Endorsement.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

High School Diploma

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