

ROBERT SMITH

Asst. Member Services Specialist

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To work in the Member Services Specialist field, offering a strong knowledge base of employee relations, development and lifecycle, along with ability to manage professional services for the company.

DECEMBER 2010 - DECEMBER 2012

ASST. MEMBER SERVICES SPECIALIST - ABC CORPORATION

- Logged, researched, and resolved chargeback requests and other credit disputes.
- Entered daily currency, checks, and coupon totals into computer system for verification.
- Occasionally worked in cash office.
- Balanced cash fund levels, entered daily transfers, and created daily deposits.
- Applied credit payments up to \$25,000 a day to Business and Residential accounts.
- Processed Tax Exemption forms for tax exempt members.
- Established new business accounts, generated new leads, and followed up with potential members.

2007 - 2010

MEMBER SERVICES SPECIALIST - DELTA CORPORATION

- Provided customer service to Spanish-speaking Medicaid and Medicare recipients.
- Translated documents from Spanish to English.
- Developed files for attorneys filing liens against insurance carriers.
- Key Accomplishments Interviewed Medicaid / Medicare recipients who spoke little to no English.
- Acquisition of unpaid funds form delinquent accounts Quarterly member statements Oversee each new member account by personally reaching out to them .
- Improved new member retention rate by 7% Quarterly profit/loss statements Invention and incorporation of unique programs that would be beneficial for .
- Maintained up to date knowledge of store policies regarding memberships and payments Sold, Membership Sales Creating employee schedules Entered, Data .

EDUCATION

Bachelor of Arts in Accounting - (University of Alabama at Birmingham - Birmingham, AL)



SKILLS

Customer Service, Management.