ROBERT SMITH

Sr. Membership Assistant

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

To facilitate an effective work environment thereby increasing productivity in a professional Membership Assistant manner.

CORE COMPETENCIES

MS Office, Management.

PROFESSIONAL EXPERIENCE

Sr. Membership Assistant

ABC Corporation - September 2001 – November 2002

Key Deliverables:

- Enables smooth flow of members through the lines.
- Arranges register fund increases, verifies prices, overrides register system flags and corrects problems.
- Asks for help from other departments when necessary.
- Participates in Membership/Marketing Managers plans for special promotions and increasing department productivity.
- Provides prompt and courteous member service.
- Assists members with questions and problems regarding merchandise, membership, credit and service.
- Processes member sign ups, renewals, and added cards using the computer, camera and card printer.

Membership Assistant

Delta Corporation - 2000 – 2001

Key Deliverables:

- Act as point of contact for all customer inquiries, related to membership, accreditation, and education.
- Develop content for email marketing promotions, to encourage membership within the organization.
- Record and maintain customer payments, as well as pull monthly and biweekly reports for the accounting department.
- Process membership applications and renewal requests, over phone and email, and update member accounts.
- First contact with customers internally and externally.
- Assisted Headquarters Manager and Director of The Ninety-Nines Museum of Women Pilots preparing and mail informational packets and monthly reports.
- Performed training of new employees as well as data entry, filing of membership information, handling incoming and outgoing calls and mail, Conducted .

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EDUCATION

- Master of Business Administration in Human Resources Management - (Keller Graduate School of Management - Merrillville, IN)

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