

ROBERT SMITH

Office Manager/Front Desk

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13 years of experience as an Office Manager. Seeking an amicable working environment that will allow an opportunity for growth and challenges.

MAY 2003 - AUGUST 2014

OFFICE MANAGER/FRONT DESK - ABC CORPORATION

- Supervises the operation of the business office maintain employee files and record keeping regarding the employee process new hire employees any duty required to maintain the integrity, reputation, financial security & viability of the company.
- Monitor office supply levels and reorder as necessary pay supplier invoices in a timely manner, pay any debt as it comes due for payment, issue invoices to customers, ensure that receivables are collected promptly, record cash receipts and make bank deposits.
- Acts as a go-between, corresponding both verbally and in writing between the owner, general contractor, superintendent and subcontractors, in addition to the architect/engineer.
- Answer requests for information prepare all change orders to subcontracts & purchase orders.
- Submit engineered drawings from the engineer to maintain operation & maintenance manuals submit applications for payments to maintain all correspondence between customers, engineers, subcontractors, & government entities.
- Investigate conditions at the job site prior to bidding to understand & evaluate site accessibility that would affect methods and cost.
- Coordinate material deliveries & subcontract work in accordance with progress schedule.

DECEMBER 2001 - APRIL 2003

ASSOCIATE CUSTOMER CARE REPRESENTATIVE - ABC CORPORATION

- Inbound call center accepted & processed payments, ordered equipment & performed Tele-conversions.
- Adhere to call center procedures and standards while maintaining positive customer interactions.
- Resolved an average of 350 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, and volume).
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's mentors and trainers of both new and established employees.
- Helped the company attain the highest customer service ratings (as determined

by external auditors)–earned 100% marks in all categories including communication skills, listening skills, problem resolution, and politeness.

- Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.
- The co-developed on-the-job training program that reduced training time from eight weeks to five.

EDUCATION

Certification in Kristy Michelle Diver - (Champions Real Estate School - Humble, TX)Med Tech/Activity Director - (Guilford Technical Community College - Jamestown, NC)

SKILLS

Microsoft Office, Supervising, Database Management, Analytics