

ROBERT SMITH

Jr. Office Services Associate

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SUMMARY

To obtain a responsible and challenging position where job advancement is only limited by one's ability and the opportunity of contributing to the firm's goal.

SKILLS

Customer Service Representative, Retention.

WORK EXPERIENCE

Jr. Office Services Associate

ABC Corporation - 2010 – 2014

- Performed general maintenance of the facility and office equipment.
- Formed part of the document services department for a law firm and performed imaging and copying of court filings and litigation.
- Processed shipping and receiving of large volume mail and supplies using 3PL services including Fedex, UPS and DHL.
- Processed high volumes of incoming and outgoing mail.
- Delivered mail and packages throughout the client location, following applicable distribution procedures.
- Completed large numbers of reprographics requests according to job ticket instructions.
- Loaded copiers with paper and toner as needed.

Office Services Associate

Delta Corporation - 2012 – 2016

- Lead mailroom associate and Quintiles facilities representative for delivery services.
- Received, distributed, and executed domestic and international shipments for internal and external departments.
- Identified and implemented corrective action plans that increased quality of service and increased shipping and receiving efficiency for the .
- Reconciled and submitted Fed Ex, UPS and DHL invoicing reports for billing and reporting purposes.
- Greet and communicate with visitors to ensure a full service approach Perform weekly inventory on all office and mail supplies Create spreadsheets to .
- Assist in training new employees and leading transition team for new managers Assemble and distribute course materials for all St.
- Johns academic programs Proficient in multiple software programs and in use of technical equipment Inspect, organize and distribute mail and .

SCHOLASTICS

- Bachelor of Science in Technical Management - (DeVry University Atlanta - Atlanta, GA)