# Robert Smith

## Office Specialist/Evaluation Specialist

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## SUMMARY

Early career in sales and marketing calling on consumer accounts, as well as managing sales and marketing. Versatile professional with exceptional client, vendor and public relations skills. Refined communication, and writing abilities. Flexible negotiator in working with individuals, vendors and companies.

## SKILLS

Microsoft Office, Microsoft Word, Microsoft Word, Microsoft Excel, Customer Relationship Management, Data Entry, Data Entry, Claims Processing.

## WORK EXPERIENCE

### Office Specialist/Evaluation Specialist

Boss Logistics LLC - November 2007 – 2019

- Coordinate for updates accountability for the daily operation of the call center.
- Ensured the drivers meet the company requirements providing drug screening documents to the Safety department.
- Issued various pre -repair authorization to vendors Assist drivers in finding repair facilities for routine and emergency repair in there geographical areas.
- Resolved critical issues that drivers endured using processes and sound judgment decisions Provide coaching and feedback to team members including corrective action Work with the Leasing Companies Compliance Department on varies issues.
- Maintained trailer equipment was up to date as well as notified drivers of deadlines of inspection when there due and completed.
- Communicated with the Safety Departments reported any accidents with trailers.
- Maintained budget on each Drivers repairs on a daily basis.

### Office Specialist

ABC Corporation - 2005 – 2007

- Ensured accuracy of official documents.
- Provided customer service support for on-site and phone inquiries including but not limited to birth and death certificates and verification requests by law enforcement and other establishments.
- Verified requirements for issuance of requested documents.
- Functioned as accounts receivable specialist for requested documents.
- Maintained payment transactions on spreadsheet.
- Utilized COPROD system (Missouri State mainframe) in providing administrative support.
- Supervised other staff members on a periodic basis..

## EDUCATION

- (Paxon High School)

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