

# Robert Smith

## *Operations Specialist II*

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

6 years of experience as an Operations Specialist. Seeking a position that will capitalize on my expertise and ability to make full use of my resourcing and organizational skills. I wish to enhance my knowledge and be provided an opportunity for growth, both as a professional and as an individual.

### **WORK EXPERIENCE**

#### ***Operations Specialist II***

**ABC Corporation - February 2013 - May 2016**

##### *Responsibilities:*

- Provide a high level of customer service to staff mark employees and customers.
- Perform drug screens, background checks and hiring employees in PeopleSoft.
- Responsible for pulling daily applications, following up on assessments and other pre-screening requirements.
- Streamline processes for continuity of services offered and timely responses to applicants.
- Perform routine office tasks including answering the telephone, responding to emails, ensuring supplies are available, filing.
- Submit and follow up on work orders manage schedules for three recruiters.
- Maintain HIPPA compliance on-boarding & exit processes maintain employee records & files manage & control hr related documents.

#### ***Advanced Medical Support Assistant***

**ABC Corporation - August 2010 - January 2013**

##### *Responsibilities:*

- Maintenance and management of the primary care team scheduling appointments and medical procedures, consult tracking management and tracking of mandated performance measures.
- Telephone triage ensuring the medical information is documented into (CPRS).
- Orienting newly assigned physicians on administrative matters regarding patient care in accordance with current VA directives, policies, and procedures.
- Assist in investigating problems which require special actions such as patient abuse cases, and provide findings as appropriate to higher level staff responsible for coordinating the investigation.
- Provide knowledge of means test processes; counseling patients regarding eligibility, co-payments and answering complex billing and collection questions that arise from patients.
- Responsible for weekly monitoring and corrective actions of duplicate provider appointments, scheduling errors and recall program follow-up.
- Determined eligibility for beneficiary travel and prepared vouchers for

### **SKILLS**

Peoplesoft, Windows 10  
And Earlier Versions,  
MAC Software: Microsoft  
Office 2010, Strong  
Involving Excel and  
Word, Inventory  
Management, Forklift,  
Retail Sales, Customer  
Service, and Retail  
Management.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

payment

## **Education**

Diploma- (Colorado Technical University-Colorado Springs, CO)High  
School Diploma - (Oasis High School - Fallbrook, CA)HS- (Miamisburg  
High School - Miamisburg, OH)