

ROBERT SMITH

Operations Support Assistant

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

SUMMARY

Highly qualified Operations Support Assistant with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself. Evaluating equipment/staffing resources relative to work volumes to identify potential business impacts. Overseeing work in process to meet business and quality standards.

CORE COMPETENCIES

Data Entry, Microsoft Excel, Word, Outlook, Inventory Management, Fleet Management, Trainer.

PROFESSIONAL EXPERIENCE

Operations Support Assistant

ABC Corporation - May 2005 – March 2012

Key Deliverables:

- Conducted myself in a professional manner.
- Supported Senior Management daily regarding new or changed operational procedures.
- Ensured all employees payroll is entered using NATA application on a daily basis, and any discrepancies are corrected in a timely manner.
- Trained all new staff members.
- Implemented performance standards to improve the productivity and quality of work being processed.
- Scheduled for all employees and ensuring all supplies are ordered on a monthly basis.
- Performed monthly audits through RCSA and maintaining LDRPS.

Operations Support Assistant

Delta Corporation - 2002 – 2005

Key Deliverables:

- Ensures all daily mail is processed and mailed in a time manner Maintains records for management reports and inventories of supplies needed .
- Work with team to pull, analyze, and distribute 150+ MIS reports across 30 different lines of business Assist with team efforts to ensure efficiency, .
- Duties included generated customer invoices Reconciled customer accounts Communicated with customers via email or phone Processed payments/ applied .
- Prioritized all work that needs processed by SLA to ensure all customers receive their statements and letters in a timely manner - Ensured that all .
- Hours per week 40 Respond to staff and customer questions and inquiries regarding service delivery and payment process as they relate to company .
- Assisted in the supervision of 15 to 20 associates Research and monitor multiple databases Monitors work to meet business and quality standards .

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- Created, Developed and Facilitated a Training Deck for a New Pilot department within CitiMortgage Default Ability to identify different personality .

EDUCATION

- BA In Education