

# ROBERT SMITH

## Operations Support Assistant

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

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### SUMMARY

To challenge myself in a dynamic leadership environment and to bring forth my qualities to benefit a successful business. Hard worker with a positive, goal setting personality with the ability to work independently or work as a team to achieve success. Most important part of this is for us, the business, to succeed.

### CORE COMPETENCIES

Mortgage, Leadership, Managing.

### PROFESSIONAL EXPERIENCE

#### Operations Support Assistant ABC Corporation - January 2015 – May 2016

##### Key Deliverables:

- Coordinated the efforts of staff members and flow of work to ensure the efficiency of quality, timeliness, and general operation.
- Monitored production workflow to ensure that daily volumes are completed in a timely manner, providing information to management pertaining to the MIS, resolving area problems, completing projects assigned and maintaining workflow of the general area in a professional and timely fashion.
- Managed 50+ associates.
- Created staffing plans and assignments on a daily basis to meet production goals.
- Provided training to new staff employees and answer procedural questions to ensure consistency throughout the area.
- Provided input for procedural updates.
- Responsible for supporting work, initiatives and projects for multiple teams and is fully capable of handling all aspects of the work performed within the teams.

#### Operations Support Assistant Delta Corporation - 2013 – 2015

##### 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 .

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- Assisted in the supervision of 15 to 20 associates Research and monitor multiple databases Monitors work to meet business and quality standards .
- Created, Developed and Facilitated a Training Deck for a New Pilot department within CitiMortgage Default Ability to identify different personality .

### EDUCATION

Associates In Arts

