

# ROBERT SMITH

## Operations Support Associate

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To obtain an Operations Support Associate position as an active employee in a growing, reputable company where I can contribute via, hard work, my experience, proactive and positive attitude, to help for the benefit of the company and myself. AREA OF SKILLS Knowledge of different systems From Apple to Windows. Skills include (but not limited to) Power Point, Word, Excel, and Apollo.

## EXPERIENCE

### Operations Support Associate

#### ABC Corporation - MAY 2012 - OCTOBER 2014

- Partnered with the account setup team to assure shipping materials are provided as needed.
- Adhered to the confidentiality (HIPAA) requirements.
- Provided administrative support to the Operations Support Team.
- Directed and tracked shipping and receiving of supplies and specimens for the lab.
- Ensured efficient Inventory control for more than \$1.4 million in supplies monthly.
- Served as point of contact for clients while providing high level of Customer Service.
- Used Computer Skills Microsoft Word, Microsoft Excel, Power Point, Outlook, Adobe Acrobat.

### Operations Support Associate

#### Delta Corporation - 2008 - 2012

- Define and establish quality assurance procedures, standards, metric reporting and auditing Review quality data from queries and spreadsheets and .
- Works in areas of stock, merchandise presentation, processing, markdowns and customer service.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Deliver or route materials to departments.
- Helps Visual team with events.
- Administratively and physical supported all areas of the company within the facility Maintained the physical assets of the property Oversaw the .
- Performed account maintenance on customer profiles.

## EDUCATION

- BA

## SKILLS

Microsoft Office, Data Analysis, Customer Service, Account Reconciliation, Cash Handling, 10-Key By Touch.