ROBERT SMITH

Payment Processor III

E-mail: info@qwikresumc.com **Phone:** (0123)-456-789

SUMMARY

Versatile Administrative Support Professional with experience providing expertise in the areas of payment process management, account balancing, and batch work in fast paced and high volume team environments. Excellent written and verbal communication skills having the ability to communicate with internal and external customers along with various levels of leadership. Exceptional organizational skills with the ability to multi-task; aligning project and task work based on priority while meeting deadlines.

SKILLS

Microsoft Office, Microsoft Excel, Microsoft Word.

WORK EXPERIENCE

Payment Processor III

American Family Care Inc - 2009 – 2019

- Compute, classify, and record numerical data to balance financial records with accuracy for various insurance companies; Blue Cross Blue Shield, United Health Care, etc.
- Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records.
- Check accuracy of figures, calculations, and postings pertaining to financial transactions recorded.
- Process daily work from departmental queue to meet daily goals.
- Key Responsibilities Train new processors on proper procedures and workflows.
- Process a high volume of non-cash/cash payments; post personal and insurance payments.
- Consistently exceed daily goal of posting $10K payments by 50%.

Payment Processor

ABC Corporation - 2008 – 2009

- At LDPS, a payment authorization and processing company, I am a payment processor.
- Work closely with upper management to maintain the day to day company transactions.
- My duties included, but are not limited to filing, faxing, emailing, assisting customers and consumers, and verifying all customer contact and credit card information for the processing of credit card payments.
- Have to demonstrate the ability to multitask and maintain a high level of client- customer confidentiality.
- Generate daily reports to show daily and monthly growth.
- Navigate two web based internet systems to keep track of daily and monthly productivity.
- Report directly to the floor manager..

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SCHOLASTICS

- Nursing - (University of Alabama at Birmingham - Birmingham, AL)

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