ROBERT SMITH

Protection Agent

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Protection Agent is Researching and pitching masters for sync licensing through Sony TV & Film division. Developing and executing innovative strategies on how to utilize studio / listening room to create and produce both revenue-generating content, as well as content that will support artist development plans for newly signed artists.

EXPERIENCE

Protection Agent
ABC Corporation - 2014 – 2015

- Identified current or future problems or opportunities, analyzes, synthesizes and compares information to understand issues, identifies cause/effect relationships and explores alternative solutions to support sound decision making.
- Remained energized and focused in the face of ambiguity, change or strenuous demands.
- Demonstrated effective verbal, written and listening communication skills.
- Provided service excellence to internal or external clients.
- Exercised sound judgment, makes decisions and commits to a position.
- Worked with and includes people from different backgrounds, experiences, cultures, races, etc. and views those differences as assets to be leveraged to accomplish business goals and objectives.
- Sought out, builds, fosters and maintains productive relationships, networks or alliances to meet goals and achieve results.

Protection Agent
Delta Corporation - 2006 – 2006

- Follows up with guests to communicate the resolution of identified concerns and ensures their satisfaction with the handling of their expressed concern.
- Composes, edit, and prepares follow-up letters and emails for guests.
- Identifies opportunities to improve processes and our overall guest experience.
- Researches inquiries not addressed in applicable systems and ensures findings are communicated and documented appropriately.
- Provides support to onboard teams during shipboard incidents, including elevated communication, the processing of cruise fare refunds, and handling of out-of-pocket expenses.
- Performs additional duties and special projects as assigned.
- Excellent interpersonal skills and communication skills (verbal and written) with guests, travel agents, employees, other departments,

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and management.

EDUCATION

- BA

SKILLS

Counselling, Developing.