

# ROBERT SMITH

## Quality Control Representative

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

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### SUMMARY

Able to work independently and as a team member. Excellent communication and organizational skills. Experienced at motivating others to increase efficiency and productivity. Strong problem-solving skills, skilled in decision-making, organization, and analysis of information.

### CORE COMPETENCIES

Time Management, Organization, Multi-Tasking, 10 key, and Typing.

### PROFESSIONAL EXPERIENCE

#### Quality Control Representative

**Future Electronics - March 2011 – May 2020**

##### Key Deliverables:

- Prepared inventory for shipment Deliver or route materials to departments.
- Packed, sealed, labeled products as required.
- Moved and loaded orders, kits, and carts to areas and into trailers.
- Ensured proper, efficient, and accurate use of the process.
- Demonstrated a positive attitude and teamwork.
- Communicated well with the supervisor and other co-workers and departments.
- Maintained a clean and safer work environment at all times.

#### Quality Control Representative

**Delta Corporation - 2009 – 2011**

##### Key Deliverables:

- Performed quality control inspections on rental vehicles to ensure customers received.
- Provided suggestions and advice to vehicle service agents and managers to further increase the quality of all rental vehicles on site.
- Helped reduce customer complaints by over 90% within six months.
- Made outbound calls to installers and owners concerning the recall, provided procedures to have parts replaced, and advised of paperwork needed.
- Processing both new and denied orders Interacting with Field/ Store Associates to input customer data for orders Keep records of transactions, .
- Job tasks include reviewing, scanning, and up-loading physicians orders into the system for billing.
- Reviewing and matching delivery receipts against the entered Physicians orders to ensure claims are properly billed.

### EDUCATION

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Diploma in Medical Assistant - (Concorde Career College - Southaven, MS)

