

ROBERT SMITH

Senior Records Analyst

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

SUMMARY

Qualified Senior Records Analyst with nine years in fast-paced customer service and call center environments. Personable and professional under pressure. Ability to deliver high customer satisfaction along with a superb ability to work under pressure while successfully handling and prioritizing multiple projects.

CORE COMPETENCIES

Microsoft Office, Marketing, Records Management, Record Keeping, Acrobat, Customer Service

PROFESSIONAL EXPERIENCE

Senior Records Analyst

Rhode Island Department Of Transportation - November 2010 – Present

Key Deliverables:

- Managing multiple databases used to track approximately 12000 1.2 cu ft. boxes of historical and non- current official state agency records stored in the state records center and to perform.
- Responsible technical work in a statewide records management program including the making of recommendations for improved methods of indexing and filing of records.
- Managing the inventories of records, identifying and classifying them and to making appraisals of such records for the purpose of recommending their retention, destruction or transfer to a records center.
- Making studies and recommendations for the use of microfilming, photographing and digitizing of vital records for their protection, or to reduce the floor space and equipment required to store such records.
- Making studies and recommendations for the more adequate protection of records from the hazards of fire or deterioration from atmospheric conditions.
- Operating and maintaining a centralized records storage center and reference service including in-depth research, identification, cataloging and inventorying, and to evaluate the condition of records received, and as required to arrange for their repair, rehabilitation, duplication, and reproduction.
- Making records available, to observe any rights, limitations, or restrictions imposed by law to the use of records.

Records Analyst

ABC Corp - September 2009 – 2010

Key Deliverables:

- Made the records available that are by law defined as records open to public inspection.
- Made the records available to take the necessary precautionary measures to assure their return and preservation.
- Implemented, developed and amended the record retention schedules and policies.

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- Documented management system providing guidance to the configuration and development of scanning.
- Maintained official versions of training to reflect new policies or changes.
- Implemented current training standards, concepts, and techniques for adult learning.
- Troubleshoot, identified issues, system requirements, and provided end user support.

EDUCATION

- Bachelor Of History in History - 2008 (Providence College)Associate Of Arts - (Community College Of Rhode Island)High School Diploma - (LaSalle Academy)