

Robert Smith

Regional Service Coordinator

PERSONAL STATEMENT

Regional Service Coordinator is responsible for Aligning with OSD (P& R) in implementing regional and local practices, Adhering to program management protocols received from HQ Program Manager, Maintaining program operations regionally and locally, and also Maintaining and supporting strategic partnerships at the regional and local levels.

WORK EXPERIENCE

Regional Service Coordinator

ABC Corporation - August 2014 - 2022

Responsibilities:

- Managed inventory management of promotional items.
- Provided advanced customer service including service tickets, phone calls, emails, and social media responses.
- Managed accounts and grow brand awareness by hosting events.
- Developed effective metrics to measure performance against goals.
- Delivered monthly reports on call volume, metrics, and trends.
- Provided training on new procedures as needed.
- Acted as a leader within the company.

Regional Service Coordinator

Delta Corporation - 2010 - 2014

Responsibilities:

- Supported the Chicago underwriting team by coordinating renewal processing, loss billing, premium audit, premium collections and retroactive .
- Started as Assistant Coordinator promoted to Service Coordinator promoted to RSC) Direct supervisor for all Service Coordinators in assigned region (.
- Install, service and client education for multiple models of emergency medical alert systems as well as programmed medication dispensing systems.
- Coordinate with home office in Illinois and area case workers.
- Find and dispatch service providers for customers to their home for service on appliances and/or Televisions.
- Extended warranty company.
- Dispatching Taking inbound and outbound calls Locating vendors for clients Exchanging units (washers, dryers, refrigerators, ice maker, etc) Call .

Education

Master Of Business Administration

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Maintenance Skills,
Training Skills,
Leadership.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)