

Robert Smith

Benefits Research Specialist

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SUMMARY

Medical Technologist with 3 years experience in Microbiology. Areas of expertise include setting up aerobic and anaerobic cultures, running a variety of microbiological tests, identifying disease-causing agents, and performing microbial susceptibilities.

SKILLS

Microsoft Office, Adobe Creative Suite, Java, Mac OS X, HTML 5, CSS, SQL, SQL, C++, Computer Repair, Computer Hardware, Software Development, Software Development.

WORK EXPERIENCE

Benefits Research Specialist

ABC Corporation - May 2001 - May 2001

- Research and resolve customer issues requiring in-depth research; provide a detailed and professional written or verbal response.
- Complete research on loans to serve as support to internal customers, including all departments within company.
- Assist various departments providing complete loan information including histories, notes, and correspondence from the servicing systems.
- Provide support to the call center and other operational areas as needed.
- Review trial and final escrow analysis reports to determine accuracy of the analysis; provide explanations to borrowers.
- Maintain and correct tax/hazard lines via the appropriate workstations; properly assign batch codes to the maintenance.
- Disburse tax, hazard and other payments as necessary.

Research Specialist

ABC Corporation - 1996 - 2001

- Project Renewable jet fuel production from waste biomass in a near-commercial-scale demonstration plant.
- Primary responsibilities in the jet fuel production demonstration plant were to conduct R&D, start-up, test, and resolve problems of the unit processes and equipment.
- Commissioned, operated, and optimized a variety of upstream and downstream processes like membrane separation units (MF, UF, & RO), evaporators, flow and batch reactors, solvent extraction, and distillation.
- Performed hands-on experimental research, and process optimized processes for multiphase reactions and catalytic processes from bench to pilot-scale under high temperature and pressure.
- Operated and optimized pilot-scale continuous tubular flow reactor (12 ft. L and 1 ft. dia.) for thermochemical conversion of carboxylate salts to ketones..

EDUCATION

Associate in Arts in Human Services - 2009(University of Phoenix - Phoenix, AZ)