

# ROBERT SMITH

## Revenue Management Representative

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### SUMMARY

To acquire a Revenue Management Representative position that will allow implementation of leadership skills, opportunity to grow within the organization, and expand knowledge. Gain interpersonal skills in a Team environment.

### CORE COMPETENCIES

Process Improvement, Revenue management.

### PROFESSIONAL EXPERIENCE

#### Revenue Management Representative

**ABC Corporation - 2014 – 2015**

##### Key Deliverables:

- Collected residence and business customers accounts through inbound and outbound telephone contact, correspondence, and public contact.
- Made decisions regarding customers credit worthiness which may result in restriction, denial, restoration, or disconnection of service or delay of service.
- Appeared in small claims court to verify debts to Company.
- Collected customers accounts (residence and business) through telephone contact, written communication, and public contact.
- Received telephone calls and correspondence from customers regarding payment arrangements.
- Accurately computed and quoted adjustments, balances, etc, to customer as an extension of collection activity.
- Handled revenue collections on customer accounts made through inbound and outbound telephone contact and correspondence letters.

#### Revenue Management Representative

**Delta Corporation - 1996 – 2001**

##### Key Deliverables:

- Payments and payment arrangements Provide explanation of complex billing issues Customer relation management and issue resolution.
- Job duties were to provide executive account holders with telephone services that would enhance and assist their company needs.
- Receive and process service payments and enter updated information on clients account.
- Data Entry, Patient phone calls, Insurance Verification, Insurance follow-up, Electronic Claims Submission, Charge correction, Billing, Hospital .
- October 2012 - June 2015 Provide quality customer service while handling payments and arrangements to prevent service interruption, Able to multitask .

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- account retrieval, restore orders etc Investigated issues with service interruptions and provided quality reasoning to help restore service.
- Collections delinquent residential and business accounts Negotiate payment per company policies and procedures Process electronic payments Monthly .

### EDUCATION

Diploma In Communications

