

ROBERT SMITH

School Teacher

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

SUMMARY

4 years of experience as a School Teacher, leadership, and analytical skills, combined knowledge and experience of inventory control, identifying trends and solutions, competitive analysis; marketing and strategic planning; managed marketing operations for a non-profit organization and successfully raised.

CORE COMPETENCIES

QuickBooks, MS Office, On-line Educational Industry Software: Blackboard 6.0, 6.1, Collaborated Suites, Angel, And Fashion CAD.

PROFESSIONAL EXPERIENCE

School Teacher

Marvin Academy - May 2011 – February 2012

Key Deliverables:

- Provide non-classroom, academic Christian-based instruction to students in small groups.
- Maintain visual supervision at all time and assist children with their homework.
- Preparing daily and long-term lesson plans according to curriculum guidelines.
- Teaching a full range of subject areas.
- Developing children's interests, abilities and coordination using a variety of creative activities including art, sport, and music.
- Maintaining productive working habits and discipline in the classroom.
- Supervising students throughout the day, both in the classroom and outside during breaks.

Customer Service & Problem Resolution Representative II

Convergys - October 2008 – April 2011

Key Deliverables:

- Provided technical support to customers; responded to inquiries about products, services, and billing.
- Capitalized on the cross-selling of products and services objectives to meet customers need and increased sales by 15%.
- Resolved customer's concerns/discrepancies with technical issues and/or payments.
- Negotiated with suppliers to expedite product shipment and backorders.
- Proficiently and professionally responded to customer and sales representatives questions pertaining to orders, product availability, backorders, price, products and services, procedures and policy.
- Researched more complex issues regarding delivery follow-up, order tracking,
- Processed credit card payments for orders and managed accounts receivables.

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EDUCATION

MBA in Global Enterprise Management - January 2009 to January 2012(Jones International University - Centennial, CO)Bachelor Of Science in Textile And Apparel Management - May 1995(Philadelphia University - Philadelphia, PA)

