

ROBERT SMITH

Senior Operations Representative

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

Seeking a Senior Operations Representative position with a company that utilizes my skills and abilities. Excellent service skills, works well under pressure and adapts easily to fast pace work environment.

EXPERIENCE

Senior Operations Representative

ABC Corporation - OCTOBER 1992 - MAY 1992

- Researched account information to assist customers utilizing various computer programs.
- Compiled account information based on customer request, paying close attention to detail to ensure accurate results.
- Demonstrated the ability to adapt to changing work duties and additional responsibilities, learning quickly and efficiently.
- Displayed the ability to work well as a part of a team, communicating with various departments to compile and share information to effectively serve customers.
- Operated fax, computer, scanner, copiers and other office equipment.
- Trained new employees in following proper procedure and policy, assisting them in becoming more productive.
- Verified that bank statements accurately reflected deposits, checks written and withdrawals made on a monthly basis for individual customer accounts.

Senior Operations Representative

Delta Corporation - 1989 - 1992

- Assist operations representatives with mortgage account issues and resolving delinquencies on mortgage payments, tax delinquencies and home owners .
- Handled phone inquiries from shareholders regarding their mutual funds.
- Responsible for monetary and non-monetary processing of shareholder accounts.
- Main contact for all phases of Fund/SERV processing to include trades, purchasing, withdrawals, and corrections.
- Created manuals and assisted in training associates on new documents and procedures.
- Complex research and processing Provided a differentiated level of service Hsbc (Jan, 06-Aug, 08) Assisted in card member questions and concerns .
- Maintained excellent costumer relations, researched and adjust business accounts.



EDUCATION

- Diploma
- 

SKILLS

Microsoft Office, A+ Certification, Typing 50 WPM.