

ROBERT SMITH

Asst. Service Counselor

info@qwikresume.com | <https://Qwikresume.com>

Accumulated a diverse portfolio of experience as a technical proposal writer, project leader, project controller, and business workflow consultant.

2005 - 2011

ASST. SERVICE COUNSELOR - ABC CORPORATION

- Collect and analyze data, providing reports, and statistical information.
- Compile and maintain all necessary documentation.
- Reported to track employment activities, specifically in relation to training, hiring, and retention.
- Provided case management and support services to an assigned caseload.
- Assisted clients with employment barrier(s) reduction, job readiness training.
- Performed employment barrier assessment and development of individualized service plans.
- Monitored clients progression on goal implementation.

2010 - 2015

SERVICE COUNSELOR - DELTA CORPORATION

- taking calls from members needing roadside assistance, updating account information, processing payments.
- Receiving incoming calls for members in need of roadside assistance, updating members on current calls, and providing members with information .
- Completed assessments and intakes with clients using Microsoft Word Served as a liaison for clients concerning legal issues Completed clinical .
- Service and reissue insurance policies, provide "A" level customer service, handling of payments.
- Receive inbound calls from members needing emergency roadside assistance.
- Assist members with hotel/car rental reservations and auto/home owner Insurance needs.
- Assist members with roadside service, locked keys in car,towing of there cars, flat tires.

EDUCATION

Associate of Arts - (Glendale Community College - Glendale, CA)

SKILLS

Management, Technical Skills.