

# Service Operations Specialist

## ROBERT SMITH

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### Objective

A highly motivated Service Operations Specialist professional with over 25 years experience performing various levels of Maintenance, Maintenance Management, Department Supervision, Fleet Management, Warranty Administration and Sales Coordination with a strong focus on outstanding customer service.

### Skills

Provider Enrollment - Credentialing, Customer Service, Provider Maintenance.

### Work Experience

#### Service Operations Specialist

**ABC Corporation** - October 2014 - March 2016

- Designed and developed project plans to implement new policies, programs and initiatives, and operating processes of strategic significance to the unit.
- Organized and coordinated implementation of project plans to ensure compliance with overall strategic plans, goals and unit objectives, as well as maintenance of optimal operating efficiency within the unit.
- Established and implemented short and long term goals and objectives to ensure that projects are successfully completed in a timely and cost-effective manner, and that the end product is consistent with initial requirements.
- Researched and analyzed best methods and practices relative to achievement of specified unit goals and operating objectives; designs and develops alternative systems and procedures, as appropriate to the objectives of the unit.
- Developed and drafted proposals and/or collaborative agreements for new and/or revised strategic policies, programs, and/or operating procedures, ensuring compliance with University, state, and federal laws, regulations, policies, and guidelines.
- Developed, prepared, and presented program reports; maintains comprehensive program records and statistical information.
- Consulted, interacted, or collaborated with faculty, other internal/external staff, and/or consultants to facilitate the successful implementation of new or revised policies, programs, and procedures, and to ensure the implementation and administration of program objectives.

#### Service Operations Specialist

**Delta Corporation** - 2012 - 2014

- Progressive growth, responsibility and leadership in service department management Lead a team of field and shop service technicians to achieve goals .
- Maintain accurate and current provider databases relating to provider facilities and physician information.
- Assist with policy and procedure interpretation.
- Assist with credentialing of new providers.
- Managed commercial, industrial, healthcare and government service accounts collectively totaling \$3.95 million Performed ongoing analysis of .

- Contributed to the production of operations across the business line of practices for the organization.
- Monitored and assessed strategies to ensure the appropriate steps were taken for strength of validation.

## Education

BA