

ROBERT SMITH

Academic Staff Assistant

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To obtain a position where I will learn new skills while using my organization, leadership and interpersonal skills.

AUGUST 2008 - SEPTEMBER 2009

ACADEMIC STAFF ASSISTANT - ABC CORPORATION

- Managed appointment and meeting schedules for all staff members.
- Developed and maintained par level of office supplies.
- Assisted patients and families regarding concerns such as missing belongings, medical record requests, parking and requests for special accommodations, suites, and amenities.
- Assisted the Department or International Services with data entry, insurance follow-up worldwide and served as an interpreter.
- Provided follow up for Administrators on various issues presented by the patient, families or Hospital staff as appropriate.
- Provided oversight for remodeling and set-up of the office.
- Encouraged the use of uniforms for the support staff and accomplished it.

2007 - 2008

STAFF ASSISTANT - ABC CORPORATION

- Contract Assignment - As an Administrative Assistant, support the departments management team including the Customer Management Specialists and Disability Insurance Underwriters.
- Provide clerical support, including setting up and closing insurance policies, filing documents in underwriting applications, medical records requests, and income documents; most recently helping during the department conversion to efile and a paperless work environment.
- Back-up for the Customer Management Specialist when they are out of the office.
- Monitored email, agency communication and other required duties, submitting updates with a 24 hour turnaround time.
- Open, sort, review and organize incoming/outgoing mail and correspondence.
- Independently draft/compose routine letters and general correspondence (including e-mail) from verbal direction or from knowledge of processes and procedures.
- Work on a variety of special projects as needed with multi-tasking as necessary, while demonstrating the ability work with flexibility, efficiency, and diplomacy both individually and as part of a complex team effort..

EDUCATION

Medical Terminology - (Weill Cornell Medical Center)

SKILLS

Microsoft, Internet, Bilingual English / Spanish.