

ROBERT SMITH

Staff Associate III

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

SUMMARY

To obtain a customer service position based on skills and experience in customer service and dealing with customers in a retail setting and/or office setting.

CORE COMPETENCIES

Computer , Customer Service , Leadership , Positive Attitude, Organized, Work Well Under Pressure, Problem Solving, Team Player, Responsible, Multi-Tasking, Fast Learner.

PROFESSIONAL EXPERIENCE

Staff Associate III

After The Fall Inc. - January 2016 – 2020

Key Deliverables:

- Processed tasks for cc payments received in Johnna email.
- Managed emails marked with yellow star in AP Drop Box.
- Posted the bills attached to these emails in SF, QBE and Google.
- Moved message to appropriate vendor folder when completed.
- Created new jobs in QBE for all jobs created in SF on previous day.
- Added customer job details after customer name.
- Entered all paper copies of manufacturer invoices into QBE and post on Sales Force.

Staff Associate

Delta Corporation - 2012 – 2016

Key Deliverables:

- Assist program manager with special events (luncheons, receptions, and symposia).
- Handle large department mailing, copy, file, fax, etc.
- Access database, oversee calendar and office hours.
- Answer phone, take messages, route calls and generate correspondence.
- Writing, media relations, crisis communications, event planning, collateral materials development, grassroots campaigns, website development, video .
- This is Dummy Description data, Replace with job description relevant to your current role.
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EDUCATION

- High School Diploma in General - 2011(Gar-Field Senior High School - Woodbridge, VA)