

ROBERT SMITH

Student Advocate

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

Highly motivated Student Advocate Representative with capabilities and skills to produce excellent results in the customer service field. Possesses the ability to work well with others and under pressure, able to meet tight deadlines and has excellent knowledge of computer software, including multiple CSR tools.

MARCH 2003 - MARCH 2004

STUDENT ADVOCATE - ABC CORPORATION

- Developed own travel schedule responsive to recruiting needs and organizes recruiting.
- Organized and participated in on-campus and off-campus recruitment activities in all North Slope communities.
- Provided information to prospective students and the general public regarding admissions criteria and educational programs and opportunities, and tracks potential students until the admissions process is initiated.
- Complied with College policies, procedures, and administrative directives, as well as state, federal, and local laws, regulations, and ordinances.
- Managed all aspects of the student recruitment process.
- Facilitated small group workshops.
- Implemented and enforced security and sign in procedure Verifying identification Maintain attendance records Organizing and Scheduling parent-teacher.

2000 - 2003

STUDENT ADVOCATE - DELTA CORPORATION

- Appeared in New York Family Court to advocate for a victim of domestic violence to obtain an order of protection.
- Drafted petitions for temporary orders of protection, and assisted with safety planning and preparation for petitioners adjourn dates.
- Answering customer inquiries in an efficient and productive manner to ensure responses within 4 -- 5 minute resolution time.
- Provide assistance to customers.
- Process and respond to customer inquiries, deductions, requirements, complaints, and other needs in a professional and courteous manner IE shipping.
- Perform any other responsibilities as directed by the supervisor.
- Provided academic advising for online college students.

EDUCATION

High School Diploma

SKILLS

MS Office, Communication Skills, Management Skills, Customer Service.