

# Robert Smith

## Support Services Coordinator/Manager

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

To expand upon 18 years working in Social Services and Mental Health Field. Would like to continue work in administration and training.

### **WORK EXPERIENCE**

#### ***Support Services Coordinator/Manager*** **ABC Corporation - 2010 - 2014**

##### *Responsibilities:*

- Coordinated the Procurements Support Center (PSC) operations.
- Developed and maintained Key Performance Indicators (Phone stats, SLAs, OPS) for business use, that drive evidence-based decision making; daily, monthly, and quarterly.
- Created reporting and dashboard requirements working collaboratively with management staff, obtaining data from all required data sources (Syntellect, Lawson, Remedy, ImageNow, Oracle, Access) Participated in the design of the PSC quality assurance program and ensured that the quality of the department meets goals.
- Developed Training requirements for the PSC department.
- Completed the quality assurance for the PSC department, which required a monthly analysis of 14 calls, 14 Remedy tickets and 2 emails per agent.
- Reduced the PSC End of month (EOM) reports from 2-3 days and two FTEs involved to 1/2 day with only one individual.
- Streamlined PSC workforce Operations by synchronizing the PSC EOM reports with scorecards to improve data accuracy, reduce errors and save time.

#### ***Support Services Coordinator*** **Delta Corporation - 2003 - 2004**

##### *Responsibilities:*

- Setting up for partys , cleaning up after partys heavy lifting fast work ....
- Cleaning bathrooms and helping in laundry folding towel ..n also help opening n closing locker room Skills Used Commucation.
- Secretary/Receptionist (3/93 - 7/98) Responsibilities of Support Services Coordinator included acting as Recipient Rights Officer, Model Payment .
- As Secretary/Receptionist included dictation for all psychiatrists, psychologists, and case managers, and all receptionist functions.
- Other employment includes various legal offices.
- Coordinate purchasing/receiving activities to ensure prompt customer service and accurate billing.
- Help reduce department expenses by supporting the second sourcing of the technical staff Responds to service problems by immediately contacting .

### **SKILLS**

Microsoft Office  
Proficient, Homeless  
Management Information  
SystemTrained, Service  
Prioritization Decision  
Assistance ToolTrained.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

## **Education**

Master of Business Administration in Project Management - (Regis University - Denver, CO)