

ROBERT SMITH

Education Specialist

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SUMMARY

To secure a position with a well- established organization where I can maximize my multi-layer of customer service skills, office clerical, training experience, organizational skills and educational background that will lead to a lasting relationship.

CORE COMPETENCIES

Customer Service Skills, Office, Education, Administrative Support, Phone.

PROFESSIONAL EXPERIENCE

Education Specialist

ABC Corporation - January 2012 – October 2015

Key Deliverables:

- Participate in program planning, development, and implementation Conducts inspections or reviews to determine compliance with requirements, laws, regulations, policies, and procedures.
- Studies and analyzes operations and problems, and prepares reports of findings and recommendations.
- Recommends activities to produce a more effective program.
- Prepares justifications for procedural or policy changes.
- Provides technical assistance on program services.
- Work with program staff in determining issues and resolving technical problems.
- Evaluates research findings relative to specific projects being developed.

Education Specialist

ABC Corporation - 2007 – 2012

Key Deliverables:

- In charge of assigning the application trainers tasks and schedules in the classroom and in the testing center.
- Microsoft application trainer.
- Responsible for learning and teaching classes on Microsoft Access, Excel, Word and PowerPoint.
- Participated in a statewide training project to train the county clerks offices in Arkansas on the new voter registration software.
- Database Administrator and Consultant Maintained and updated all Microsoft Access databases used company wide.
- Lead consultant and involved in the creation, implementation and troubleshooting Access databases for Complete Computings customers.
- Performed key roles in the inventory process..