

ROBERT SMITH

Digital Client Advocate

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SUMMARY

Experience working with people. Passionate, empathetic, patient and willing to work hard to meet the needs of others. Experience working overseas and with international students.

SKILLS

Customer Service, Children Infant-12 years, American Sign Language.

WORK EXPERIENCE

Digital Client Advocate

ABC Corporation - November 2003 – May 2014

- Maintained customer accounts while working directly with Principal / Owner.
- Oversaw project completion while simultaneously managing multiple priorities and deadlines.
- Ensured materials requested from credit union clients were organized, prioritized, and completed prior to due dates.
- Partnered with Technical Advisors in reviewing all presentations and bid material for accuracy prior to delivery.
- Generated monthly and quarterly asset reports for client accounts and distributed reports to 3rd Party Administrator for posting on company website, allowing clients to view their investment portfolio.
- Attended client meeting, documented meeting deliverables, created action plan, and assigned tasks to appropriate team member.
- Developed and sustained client rapport by attending client meetings and ensuring deliverables addressed from prior meetings.

Client Advocate

ABC Corporation - 2001 – 2003

- Provided assessment, monitored and advocated for the patients needs to provide with a daily development program.
- Set appointments as needed.
- Representative for patient court issues.
- Reported to clinical team patient development.
- Assisted with med line and Intake of patients.
- Helped with the planning of day to day curriculum.
- Key Results Maintained reports Data entry of medical charts Night observation and patient count Transportation Maintenance as needed.

SCHOLASTICS