

# ROBERT SMITH

## Claims Administration Assistant

**E-mail:** info@qwikresumc.com

**Phone:** (0123)-456-789

### SUMMARY

Actively seeking a customer service position where I can optimize my problem-solving and organizational skills to contribute to increased customer satisfaction. Strong multitasking skills and fast learning ability ensure quick contribution to your customer service team. Able to effectively communicate with customers using a multitude of channels to provide world class service with every interaction.

### SKILLS

Microsoft Office (7 years)

### WORK EXPERIENCE

#### Claims Administration Assistant

Jackson Memorial Baptist Church - October 2010 – Present

- Performed various secretarial/clerical duties such as documenting, photocopying, faxing, mailing, and organizing filing system.
- Answered telephones and transferred calls to appropriate staff members.
- Sorted and distributed incoming communication data, including faxes, letters and emails.
- Monitored and maintained the organizations website.
- Interacted with organizational staff, executives, clients, vendors and visitors on a daily basis.
- Organized the scheduling of meetings, conferences, and events; distributed minutes for them.
- Coordinated agendas for meetings with visitors and clients- arranged guest and travel accommodations.

#### Administration Assistant

ABC Corporation - April 2006 – July 2007

- Assistant to Executive Director
- Maintained Community Service records for tenants
- Assisted with payroll, quarterly and yearly spreadsheet
- Accounts Payable
- Maintained records for the Maintenance department
- Calculated and disbursed tenants utility usage and notices.
- Customer service, filing, data entry, answering company phone in a professional manner.

### SCHOLASTICS

- Business management - (Atlanta Metropolitan College)