

# ROBERT SMITH

## Business Coordinator I

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

A business professional with a proven track record of demonstrated vision and leadership within non-profit and educational environments, including a community development corporation and preschool. Experienced Business Coordinator specializing in administrative support in human resources functions such as employee onboarding, employee relations, records retention, and departmental communications. Areas of competencies also include managing execution in payroll, benefits administration, and organizational training.

### CORE COMPETENCIES

Microsoft Office Suite, Type 45 Wpm, Quickbooks, Event Management, Administration, Multi-Tasking, ADP.

### PROFESSIONAL EXPERIENCE

#### Business Coordinator I

**ABC Corporation - January 2011 – December 2014**

##### Key Deliverables:

- Created and implemented Employee Recognition and Volunteer Recognition Programs.
- Conducted reference checks for employment candidates and administered pre-employment tests.
- Facilitated onboarding of new employees including new hire paperwork and new employee orientation.
- Processed payroll changes including rate changes, deductions, and status updates.
- Contributed to the most current edition of the employee handbook.
- Assisted in administration of compensation program; helped and partnered with HR Director in monitoring performance appraisal process.
- Participated in benefits administration to include open enrollment, claims resolution, change reporting, approving invoices for payment, and annual workers compensation audit.

#### Business Coordinator

**ABC Corporation - 2008 – 2011**

##### Key Deliverables:

- Manage Excel workbook for call reviews to produce annual performance management score.
- Strategize to address customer complaints or competition pursuing client business.

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- Primary areas of focus were total cost, investment return, commissions, service, and/or plan design.
- Prepare ongoing presentations to staff and phone representatives regarding Asset Retention and basic phone skills.
- Supervise the call campaign phone representative team.
- Developed the message content, client list, procedures, and trained the phone representatives for each initiative.
- Accomplishments Co-led in developing the reporting action plan to earn the customer service award of "First Class Customer Service"..

### EDUCATION

Masters of Science - (Nova Southeastern University)

