

ROBERT SMITH

Sr. Business Services Coordinator

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

SUMMARY

Experienced Business Services project manager looking to utilize knowledge and experience to help increase profitability and productivity of the company work.

CORE COMPETENCIES

Customer Service, Quality Assurance, Quality Control, Order Processing, Collections, Billing, Sales.

PROFESSIONAL EXPERIENCE

Sr. Business Services Coordinator

ABC Corporation - July 2014 – May 2015

Key Deliverables:

- Managed 5 employees and 3 sites for Business Service Office.
- Resolved student complaints that escalated through Student Services regarding student account discrepancies, student tuition, and fees, Financial Aid disbursements, and refunds.
- Resolved internal employee complaints and/or questions regarding Purchase Order balances/invoices/payments, Petty Cash and Official Functions requests and budget inquires.
- Perform on-line fiscal record keeping, verification and cashiering in a fiscal office in accordance with established policy and procedures.
- Provide quality customer service to students, faculty, and staff.
- Receive payments for student fees and clock hour tuition.
- Post monthly tuition to student accounts via the online student system.

Business Services Coordinator

Delta Corporation - 2011 – 2014

Key Deliverables:

- Sell, manage, and organize hospitality, track rentals, and corporate programs from the initial point of contact to event execution Coordinate and arrange.
- Skills Used Certified Wedding Planner Relationship Focused Loyal Meeting and Presentation Planning and Coordination.
- Supervisor- Suzanne Billing and collection on accounts Customer Service Order Entry QA of orders Strive to achieve service delivery goals Increase.
- Manages and leads a team of 14 within the Business Office, focusing on point of service collections and estimates, customer service, and back end.
- Great Plains Software, accounts receivable, accounts payable, general ledger, payroll (ADP), sales tax returns, customer service, reconciliations.
- Maintains tenant, vendor and property files, including insurance certificates, lease abstracts, in accordance with State of California standards.

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- Assists with Commercial Leasing/Sales of Industrial, Retail, Restaurants and Office spaces.

EDUCATION

- Diploma in General - 1996(Desert Vista High School - Phoenix, AZ)