

ROBERT SMITH

Operations Intern/Executive

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Focused Operation / Process Improvement/ Project Manager with experience in healthcare, manufacturing and e-commerce industries. Strong background in computer technology. Experienced in identifying/ resolving issues.

EXPERIENCE

Operations Intern/Executive

Home Health Care, Inc. - APRIL 2015 - 2019

- Procure Medicare documentation from medical clinics in order to certify patients for home care.
- Provide clarity and instructions in a timely manner to expedite certification.
- Developed a training manual and instructed current employees on the use of MS Access.
- Implemented new procedure using a database to standardize metrics for tracking account data.
- Compile, forward, and follow-up on instructional packets and physician face-to-face encounter form, resulting in completing the appropriate paperwork.
- Attended bi-weekly Management/ Leadership meetings with executives, which focused on analyzing business strategies.
- Work with Paraprofessional Scheduling to improve scheduling methods and efficiency.

Operations Intern

ABC Corporation - 2014 - 2015

- Route and dispatch shipments by phone and computer in an efficient and expedient manner.
- Perform well defined administrative and transportation tasks.
- Process orders, route and monitor shipments.
- Provide reports to customers and supervisors.
- Assisted in coordinating routes for LTL, expedite and truckloads.
- Utilize information through tariffs, discounts, NMFC guide, and carrier route guides.
- Receive calls from vendors and customers, maintaining a high level of customer service Assist Logistic Coordinators and Managers with customer reported issues and provide satisfactory services..

EDUCATION

- Bachelor of Science in Operations Management - (Minnesota State

University Moorhead - Moorhead, MN)

SKILLS

Microsoft Office, Ms-Excel.