

ROBERT SMITH

Lead Customer Relationship Manager

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Energetic and positive professional seeks opportunity to make an immediate impact on my employer's success. Professional experience and exceptional customer service and research skills.

SEPTEMBER 2011 - NOVEMBER 2012

LEAD CUSTOMER RELATIONSHIP MANAGER - ABC CORPORATION

- Worked in a relationship-based environment; managed relationships within the internal department and with business partners.
- Managed more complex account relationships with emphasis on financial analysis and credit action Served as a liaison to administrative areas within the Bank.
- Administered wire transfers, payments, deposits, advances.
- Insured document compliance and security perfection, as well as collateral monitoring and maintenance.
- Implemented procedures to meet production deadlines, successfully executed service level agreements.
- Excellent written and verbal communication skills.
- Ability to focus on the stated problem and synthesize information and knowledge to achieve a solution.

2010 - 2011

CUSTOMER RELATIONSHIP MANAGER - ABC CORPORATION

- Provided concierge level customer service to affluent professional customers that increased client satisfaction and portfolio growth.
- Researched new procedures or services that enhanced the relationship with the client and fulfilled the clients short- and long-term needs.
- Analyzed extracted claim system data within SQL database to resolve problematic loads.
- Key Achievements Completed Quality Assurance testing of 12 implemented products on time.
- Maintained ODBC (Open Database Connectivity) and UIF Universal Image Format connections to various claims systems for approximately 75 third party administrators.
- Publix Super Markets, Inc.
- - Pharmacy Technician McKesson Corporation (NDCHealth(TM) Inc/TechRx Inc) -- Training Specialist/ Helpdesk Specialist.

EDUCATION

SKILLS

Customer Relationship Management, Customer Service, Accounts Payable, Accounts Receivable.